

USE CASE

HOW A MAJOR U.S. AIRPORT REDUCED TSA INCIDENTS BY 30%

Unifying security operations to improve visibility,
response times, and compliance



Industry
Transportation/Aviation



Solutions
Control



Region
United States of America

Overview

Airports are among the most complex security environments in the world. They must manage public spaces, restricted areas, and employee access — all while maintaining strict regulatory compliance and operating at a constant, high pace.

At one major U.S. airport, security operations relied on a range of independent systems, including video, access control, dispatch, and identity management. While each system served a purpose, they operated largely in isolation, making it difficult for operators to quickly understand and respond to incidents.

By implementing the Intellicene Control platform, the airport transformed its approach to security — bringing systems together into a unified operational view. This adoption resulted in faster decision-making, improved situational awareness, and led to a 30% reduction in TSA-regulated incidents, along with measurable gains in efficiency and response time.



The Challenge

Like many airport environments, this operation faced challenges not from a lack of technology but from fragmentation.

Security teams were required to monitor and manage multiple disconnected systems simultaneously. During an incident, operators often had to navigate between four or five different platforms — reviewing video feeds, checking access control logs, consulting dispatch systems, and referencing identity data — to piece together what had happened.

This process was time-consuming and inefficient. Without a unified view, important context could be missed, and response times were often delayed.

The complexity of the airport environment further added to these challenges. Security teams were responsible for protecting a mix of public areas, secure zones, and employee-only spaces, while also ensuring compliance with strict TSA regulations. The unpredictable nature of public traffic, combined with the operational demands of a busy airport, made it difficult to maintain consistent visibility across the entire environment.

As a result, security operations were largely reactive. Teams responded to incidents after they occurred, rather than identifying and addressing risks before they escalated. This reactive posture increased the likelihood of reportable incidents and placed additional strain on operators already managing a high volume of information.

The Solution

To address these challenges, the airport implemented Control, which unified disparate systems into a single operational interface.

By integrating video, access control, identity management, and dispatch systems into one platform, Intellicene provided operators with a centralized view of all relevant data. Instead of switching between multiple systems, operators could now see incidents unfold in real time, with all associated information presented in context.

The platform integrates:

- 5,000+ cameras into a centralized video management system
- Multiple access control systems
- Identity management systems
- Dispatch and operational tools

A key differentiator is Intellicene's ability to correlate data across systems, even when those systems do not natively communicate with one another. By connecting signals, such as combining a perimeter alert with video analytics or linking access control events with identity data, the platform helps operators quickly distinguish between routine activity and genuine threats.

In addition, the solution enables flexible modernization. Rather than requiring a full system replacement, the airport was able to integrate existing infrastructure with newer technologies, upgrading components over time without disrupting operations. This approach is especially critical in airport environments, where downtime is not an option.

The Results

By unifying its security infrastructure and enabling more intelligent workflows, the airport achieved meaningful, measurable improvements.

Most notably, the airport realized a 30% reduction in TSA-regulated incidents, a direct result of improved visibility and the ability to address potential issues before they escalated.

Response times also improved significantly. With all relevant information available in one place, operators no longer need to search across multiple systems to understand an event. This streamlined workflow enabled faster decision-making and more effective incident management.

The shift from reactive to proactive security was another key outcome. With better visibility and the ability to correlate data across systems, security teams could identify patterns, detect anomalies, and intervene earlier. This proactive approach reduced risk while improving overall operational control.

Finally, operator efficiency increased across the board. By simplifying workflows and reducing the cognitive burden of managing multiple systems, the platform enabled teams to focus on what matters most — maintaining safety and security in a dynamic, high-traffic environment.

Schedule an Online Demo Today

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About Intellicene

Intellicene is a global leader in security analytics software that empowers governments and enterprises. Our open software fuses, analyzes and visualizes disparate data sets at scale to help security organizations find the needles in the haystacks. Over 1,000 government and enterprise customers in more than 100 countries rely on Intellicene's solutions to accelerate security investigations and connect the dots to successfully identify, neutralize, and prevent threats to national security, business continuity and cyber security.

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