

Digital Support Systems, Inc. — Case Study Templates

How to Use These Templates

Create 2–4 case studies to start. Keep them concise (1–2 pages each). Use real numbers when possible (doors, buildings, VLANs, timelines, support outcomes).

Case Study Template (Short) — Website Format

- Project Title
- Client Type / Industry (no sensitive details if needed)
- Challenge (2–3 sentences)
- Solution (bullets: what you designed/deployed)
- Technology (Allegion/ISONAS, network, switches, cabling, etc.)
- Results (bullets: uptime, deployment time, improvements, scalability)
- Services Provided (list)
- Quote (optional)

Case Study Template (Detailed) — Proposal/PDF Format

1. Executive Summary (what was delivered and why it mattered)
2. Environment (sites, buildings, doors, network constraints)
3. Requirements (security, reliability, reporting, future expansion)
4. Design Approach (architecture decisions and rationale)
5. Implementation (timeline, deployment approach, testing)
6. Integration (identity systems, cameras, network segmentation, etc.)
7. Outcome & Metrics (measurable improvements)
8. Ongoing Support (monitoring, maintenance, roadmap)

Example Metrics to Track

- Number of doors/readers/controllers deployed
- Sites/buildings supported
- Credential types supported (cards, mobile, PIN, etc.)
- Reduction in on-site intervention / service calls
- Time to provision access for new users
- Improved audit trail and reporting
- System uptime and incident reduction