

Retailer upgrades outdated security to IP video surveillance



The Challenge

With more than 10,000 stores, an international food company has grown enormously since it opened its first store more than 40 years ago. While the company has excelled at providing customers with excellent food and beverages and expanding its business across the globe, making sure its video monitoring system keeps up with company needs has been more of a challenge.

While each new store received new security equipment, over time video monitoring equipment at 85 individual stores had become outdated and not all of the cameras were functioning. The older equipment didn't allow for unified management or automatically notify the stores regional manager if a camera wasn't functioning.

Challenge:

Upgrade outdated and non-functioning video surveillance equipment.

Solution:

- Genetec IP video surveillance system with Security Center
- IP surveillance cameras and installation
- Zones engineering and project management services

Results:

- Centralized multi-site security operations
- Standardized points of view across all stores
- Real-time monitoring and streamlined management

The Solution

The regional manager reached out to Zones, the IT solution provider for the global organization, to upgrade the outdated DVR systems to the company's standard Genetec IP video surveillance solution at all 85 locations.

Powered by Security Center, the selected SV-32 network security appliance offers multi-site security operations and gives the regional manager a unified view of video and access control events. This allows rapid response to incidents, and provides access to powerful search and reporting tools to help accelerate any investigations.

Zones and the company chose to deploy the Genetec SV-32 network security appliance in part because of its ability to integrate existing cameras into the platform, which lowered the cost of the upgrade. Its flexibility also means that geographically dispersed systems can be easily managed from one location and link video to point of sale or intrusion systems, ensuring that operators are informed of the real-time status of secured areas.

The company was also interested in using the upgrade as an opportunity to standardize the camera layouts based on company approved points of view. This meant that all cameras be adjusted to fit approved points of view or, if they could not be adjusted, be removed and replaced entirely.

The Zones account executive, solution engineer, integration engineer, and project manager reviewed the designed process, making refinements and streamlining the project workflow to drive efficiencies in task and time management. As a result, Zones delivered a turnkey system that enabled technicians to rapidly enroll cameras, configure video settings, and select Security Center features when deploying the appliance at each location.

The Results/Benefits

Before the project began the company was running the risk of having little to no monitoring at multiple store locations. Each of the store locations now has upgraded security equipment capable of uninterrupted streaming with standardized points of view of the entry, point of sale, safe, cashing handling area, and drive through (where applicable).

The system also allows for watermarking the video to ensure authenticity, encryption of video files to limit access, and uninterrupted video streaming.

Also important to the company was the real-time health monitoring capabilities to ensure the integrity of the video surveillance system and generate statistics to optimize system performance.

Zones capabilities and expertise meant that the company's regional manager was able to continue to focus on running several thousand stores with no disruption while Zones handled day to day operations of the project, which was completed on time and under budget.

