

WebCCTV Patrols Virtually for London's Number One Security Services Provider



Product:

Enterprise.Service, WEBCCTV

Details:

London's number one provider of high-calibre security personnel, services a broad spectrum of well-known organisations and landmark buildings, employs over 1,600 people.

First Security's Specialist Services Division, a business unit launched to deliver specific value-added services to its blue-chip customer base, has opted for sophisticated WebCCTV and Enterprise.Service applications from Quadrox to provide standards-based network video surveillance solutions to the market to augment the company's core manned guarding capability.

WebCCTV enables control room operators to see, control and record activities at their customers' sites remotely, and allows a local or remote guard to do a 'virtual' patrol instead of a time-consuming physical visit. WebCCTV helps a remote operator assist an onsite guard during potentially risky interventions, often eliminating unnecessary onsite guard interventions, as the cause of the alarm is investigated entirely using video. Security officers can now be more effectively employed because the customer's premises have the support of being monitored by surveillance cameras.

WebCCTV makes extensive use of IT standards thus simplifying interfacing with the existing Building Management, fire, alarm, and access control systems at the customers' sites. Every time an alarm within any of these systems is triggered, video footage of the event is available.

“Expanding manned guarding services with video monitoring protects the margins and profitability of our company and enables us to approach new customers with an attractive and value-added service,” says First Security Director David Mundell. “Increasingly, businesses are looking at ever more innovative ways of protecting their buildings, assets and staff. The key driver is the customer, and we recognise that in a competitive environment the need to differentiate our services from our competitors is critical.”

First Security decided to standardise its customers on WebCCTV as it allows for flexibility for moving officers between different sites and customer locations. Ease of use of WebCCTV requires very little training for both guards and customers.

To implement the systems on site, First Security partnered with Vault IT, a security installation company. “WebCCTV allows First Security customers to install the latest megapixel network cameras whilst upgrading their existing analogue video infrastructure,” comments Dave Harmon, Vault IT director. “The WebCCTV philosophy combines ease of use and extensive support of digital standards leading to superior service and cost and crime reduction for the First Security customers.”

David Mundell of First Security adds: “First Security management set the following goals to upgrade and improve our service offering: the new value-added services must reduce total security costs for our customers while enhancing their safety; it must support our onsite guards by providing remote monitoring assistance; and the selected technology must be flexible enough to be used at all customer sites and to be successfully interfaced and integrated into the customer’s existing and future systems. The decision was made to move to digital video monitoring and establish a central control room, which would serve both as backup and enhancement for traditional manned guarding.”

