

DENSELY POPULATED LONDON BOROUGH IMPLEMENTS EMC PHYSICAL SECURITY SOLUTION

EMC improves security while reducing management overhead and cost



ESSENTIALS

Challenge

- Obsolete surveillance infrastructure prevented the borough from adequate security management and citizen protection

Solutions

- EMC® CLARiiON® third-party surveillance cameras
- Navisphere® Manager
- Video management software (partner based)
- EMC PowerPath®

Key benefits

- Custom systems configure the video surveillance systems to adapt to the current network environment
- Single-click widgets, intuitive tasks, and quick commands enable operators to make fast and informed decisions
- Intelligent analysis tools detect inconsistencies and use automatic alerts

As one of the most densely populated areas in England, this London borough is affected by security issues that can range from street fights and drug trafficking to theft and vandalism. Response time was slow due to a lack of automated alerts for incidents and low network connectivity, which prevented video sharing with the recordings only accessible at a central monitoring location.

The borough's CCTV environment, comprised of legacy infrastructure and out-dated technologies, no longer kept up with the growing security demands and had started creating management headaches.

THE CUSTOMER CHALLENGE

The system used 60 cameras to monitor streets and public areas for disturbances. The corresponding data was stored on 4,000+ VCR tapes that required an entire room for physical storage and a dedicated staff to swap out tapes every few hours. Any review or retrieval of footage required a rewind and fast-forward process, dramatically extending the time to identification and resolution of a security concern. The borough was at high risk for lawsuits and investigation because tapes were kept for only four days before being re-recorded and over-written.

It had become clear that the borough's manual, time-sensitive process was inefficient, inflexible, and costly. Realizing that their infrastructure was obsolete and a refresh was past due, the borough's security and IT teams still wanted to retain as much of their previous investment as possible. EMC worked with both teams to develop a customized solution to fit their needs.

THE EMC SOLUTION

The client had existing EMC storage in its data center making the security and IT teams both familiar and comfortable with EMC technology as a foundation of a robust data management solution. Rather than recommend a specific product, EMC worked with the customer to design a customized solution that aligned with previously purchased video hardware, improved management, and that tied to the business needs of improved security while reducing management overhead and cost. In order to provide the best-in-class solution, EMC partnered with a video management software partner and provided technology consultants to implement and support the solution.

KEY BENEFITS

The EMC solution provided public safety and operational benefits to the borough including:

- High picture quality with digital cameras and improved IP networking enabling remote streaming of video data to multiple locations and to field agents. With improved time to action, incidents are resolved faster, and liability costs are minimized.
- Active alerts notify the security team in the event of camera failure or suspicious behavior, eliminating workforce inefficiency and lowering overhead costs.
- Centralized management with a SAN offers the storage of all video data in one location, enabling greater collaboration, data streaming, and instant data retrieval.
- Using encoders and decoders, EMC's Physical Security Solution worked in parallel with the district's analog technology. The security officers learned the new technology while the existing system continued to function.
- The average archiving period has grown from four days to 34 days providing greater coverage of past events and limiting risk.
- Cameras increased from 60 to 160, delivering more comprehensive security coverage and decreasing the area's incident rate.
- The solution is supported by a 24x7 help desk with a dedicated line for physical security issues which accelerates response times.



The new technological capabilities have motivated the borough's security and IT teams to be more creative and efficient with the use of security cameras and video infrastructure. They now plan to expand the solution to include intelligent analysis which specializes in scrutinizing suspicious movements, detection of abnormal behavior, and auto alerts for objects left behind. To accelerate response times, every solution is supported by a 24x7 help desk with a dedicated line for physical security issues. By continuing to work with EMC's Physical Security team, this densely populated London borough is in safe hands.

CONTACT US

To learn more about how EMC products, services, and solutions can help solve your business and IT challenges, contact your local representative or authorized reseller, or visit us at www.EMC.com.

EMC², EMC, CLARiiON, Navisphere, PowerPath, and the EMC logo are registered trademarks or trademarks of EMC Corporation in the United States and other countries. All other trademarks used herein are the property of their respective owners.
© Copyright 2011 EMC Corporation. All rights reserved. Published in the USA. 08/11 Customer Profile H8851