ClearImage

Project	CCTV with video analytics and remotely managed access

Express Freight company saves £000s

The client is a market-leader in the express freight sector, based near Leeds. As our very first commercial customer back in 1997, this is an example of the long-standing relationships we strive to develop with our customers, working in partnership to help them save money, time and effort.

The challenge

With a demanding business operation working round-the-clock, the client needed more than just a simple security solution. Customers' demands for express deliveries 24x7 meant that drivers needed to access the site and vehicles at all times. As the company also provides storage facilities, customers also require access to site out-of-hours from time to time. This required staff to be present on site at all times to man the gates and issue vehicle keys, at a significant cost. In common with many logistics companies, the client was keen to reduce costs whilst improving customer service.

The solution

Having worked with Clear Image over many years, the client asked us to develop a new system focusing on improving protection and reducing costs. Clear Image designed an innovative solution combining IP megapixel cameras with state-of-the-art video analytic technology, live monitoring and response and remote site management via Clear Image's own in-house NSI Gold Category II monitoring facility.

During the day visitor access is controlled from the general office via an intercom system located at the site entrance with remote gate operation. All movements are recorded via the in-built overview camera at the gate.

Out-of-hours, the system is armed by the last person to leave and control is assumed by the Clear Image monitoring centre. Drivers or customers wishing to gain access out-of-hours simply press the video intercom at the gate and present their name and password. Upon confirmation, the Clear Image team allow access and continue observing the gate until it is secured. High resolution cameras and two-way audio enable clear communication between the visitor at the gate the monitoring centre.

The monitoring centre also control access to the secure key cabinet to allow drivers to collect vehicles and paperwork out-of-hours, with full observation and tracking while the driver is in the secure area.

A system of automated emails provide a full and detailed audit trail of site activity.

The use of video analytics provides many additional advantages over a conventional CCTV system. With video analytics, special software analyses the live CCTV image, detecting and highlighting the cause of the alarm (eg person / vehicle / animal). No physical detectors (eg PIRs and the like) are required.

The benefits

Reduced costs:
The system will save approximately £35,000 pa in staff costs, providing a Return on Investment (ROI) in less than 12 months, plus substantial ongoing cost savings.

Improved customer service:
The client can now guarantee secure 24 hours access to drivers and customers without the need for potentially unreliable night-time staff cover.

Enhanced security:
The potential for collusion is eliminated and site security is improved overall. A full audit trail of out-of-hours movements on site is recorded via the service centre.

Improved monitoring:
Unwanted alarms are typically reduced by around 90% with video analytics (compared to conventional detection) as the system can differentiate between people, vehicles and animals. Operators can identify causes of alarms more quickly and accurately.

Better management information:
Clear Image's monitoring portal provides full details on all monitoring activity delivering high quality management information to the client quickly and easily.