

COMMERCIAL REMOTE VIDEO MONITORING

Wash-and-Go Businesses Turn to Mobile Surveillance

River Valley, LLC owns four businesses in western Pennsylvania: Cranberry 10 Minute Oil Change, Cranberry Car Wash, Cranberry Pet Wash, and Erie 10 Minute Oil Change. Most are open 24 hours a day and often unmanned, particularly during the night hours. But business owners Joe Lehosky and

Dan Klapec found a way to keep an eye on things even when no one is around.

The proliferation of smartphones and tablets — and the explosion of applications for seemingly every life aspect — meant it was only a matter of time before businesses began looking at mobile surveillance as a way to monitor activity while on the move. River Valley LLC is among the growing number of businesses now doing so, using MobileCamViewer to monitor activity at all four businesses.

MobileCamViewer is the mobile surveillance and remote video monitoring application from mobiDEOS, the Milpitas, Calif.-based company blending software and IT expertise with security smarts. River Valley connects the application to a variety of security cameras at all four locations, along with Dedicated Micros BX2 DVRs. It was Dedicated Micros, in fact, that recommended the application to Lehosky.

Typically, Lehosky and Klapec use the application to monitor general business activity, communicate with customers and respond to issues as needed. But the cameras, recorders and mobile surveillance application are part of a comprehensive security solution that also includes burglar and fire alarms inside the buildings, around the perimeters and inside the cashier stations.

Lehosky notes that the first security cameras went live in 2004, with all monitoring performed from home computers. This was fine when Lehosky and Klapec were at home — not always the situation for business people with demanding schedules.

“The car washes are programmed to page management based on specific error codes, some of which require immediate attention,” said Lehosky. “The problem was that we were not usually home when the car washes would page us. Dedicated Micros recommended mobiDEOS as the application that would work best with



PHOTO COURTESY OF MOBIDEOS

Whenever they are notified of an event — whether security-related or otherwise, River Valley, LLC credits mobile surveillance for enabling thoughtful reactions instead of frantically rushing to a site, like the Cranberry 10 Minute Oil Change (shown), because MobileCamViewer almost immediately confirms if there is an emergency or otherwise.



PHOTO COURTESY OF MOBIDEOS

Mobile surveillance helps determine whether a site visit is necessary. A problem handled remotely saves River Valley, LLC approximately one hour of time spent driving to any of its four sites, including the Cranberry Pet Wash (shown), to address an issue.

their system. I did the initial installation and setup on our phones very easily, and in less than 30 minutes.”

Lehosky and Klapac use an HTC Incredible solution for the smartphone and network connection. They have found that mobile surveillance has made better use of their time by enabling thoughtful reaction to events instead of frantically rushing to the site whenever paged for an occurrence — whether security-related or otherwise.

“MobileCamViewer lets me pull up my cameras or servers and see what is going on at our locations,” Klapac said. “I am looking at live video of the facility within seconds of getting paged or called by one of the technicians.”

Non-emergency situations epitomize the typical alert. The pet washes, for example, become inoperable when they get too dirty. They operate like a self-serve car wash, with customers walking their dogs up the ramps into rubber-lined, waist-high, stainless steel wash tubs. The customer selects the desired function such as shampoo, de-skunk, flea and tick shampoo, rinse or oatmeal shampoo. There is even a post-wash blow dryer.

“We have only had one real security-related alarm since installing Mobile-CamViewer,” said Lehosky. “It turned out that the alarm was triggered by high winds, but it was nice to see the facility remotely before getting there. I felt more comfortable while approaching the site.”

Regardless of the alert, mobile surveillance helps determine whether a site visit is necessary. A problem handled remotely saves approximately one hour of time spent driving to the site to address the issue.

“We save two to three trips per week now due to cashier-related problems,” Klapac said. “The car wash can still run with credit cards, which account for the majority of our sales. And if a customer leaves the car or pet wash too dirty for use by the next customer, we can go to the washes and clean them up to avoid lost revenue. But MobileCamViewer almost immediately confirms if there is an emergency or otherwise. If it’s not an emergency we can just go about our business.”

PROJECTS in the News



The leading telecommunication company in Japan deployed an array of **Plustek** Slim240 NVRs with multi-manager CMS software to manage cameras from **Axis Communications Inc.** that were installed in central cities to provide video back-up and monitoring at the telecommunication company’s headquarters. With more than 59 million customers, the telecommunication company is Japan’s premier provider of mobile voice, data and multimedia services.

Cooperating with AUG and ADI, the telecommunication company installed 56 Axis IP cameras that are dedicated to monitoring entrances and activity at the two factory and office locations. Management wanted to better monitor and supervise operations and workflow at both locations, explained Ronald Douglas, IT manager at the telecommunication company. Moreover, the company wanted to prevent a repeat of a string of negative incidents that had occurred in the worker’s locker room.



Arecont Vision’s megapixel cameras monitor teller transactions and keep watch on bank employees and customers in a proof-of-concept video surveillance system installed for Absa Group Limited, one of South Africa’s largest financial services groups. Arecont Vision SurroundVideo® 8 megapixel 180-degree and 360-degree panoramic cameras (AV8185 and AV8365) also watch over customer queues, automated teller machines (ATMs) and the general banking hall. Seeking to streamline its processes and reduce costs while maintaining a clear focus on the individual customer’s experience, Absa Bank deployed Arecont Vision megapixel network cameras. Another benefit for Absa Bank is creation of a database of suspected criminals to allow operators to identify them easily.



Honeywell was selected to overhaul the video surveillance system at Casino Niagara, one of the top tourism attractions in Canada’s famed Niagara Falls. The project includes retrofitting the existing surveillance network with IP video technology that will allow casino officials to use a single command and control center to view and remotely manage the systems at both Casino Niagara and its nearby sister facility, Fallsview Casino.



The project calls for Honeywell to provide its MAXPRO® VMS (video management system) and VideoBloX video and audio matrix to oversee the casino, which encompasses 1,600 slot machines, 28 gaming tables, a 12-table poker room and several other attractions. Additionally, it will upgrade the casino’s VCR recording system to an enterprise-wide digital recorder network.



Firetide announced that the largest u-School project in Seoul, Korea, is now using Firetide’s high performance 802.11n Wireless LAN to provide Internet access to more than 1,200 students each day across three school campuses. The Seoul Metropolitan City Office of Education (SOME) selected Firetide for this first phase of campus-wide Wi-Fi access to K-12 schools in the Seoul area.



HID Global announced Beijing Metro, one of China's busiest transit systems, deployed an access control system consisting of the company's network access controllers and contactless readers to help ensure the safety of its passengers and staff. The centralized, Web-based system delivers real-time monitoring with multi-layered access control security, flexible remote-management capabilities and robust failure detection and backup support.

Beijing Metro is using HID Global's VertX® V1000 network access controller and iCLASS® R10 readers to monitor and control access to a variety of facilities along its nearly 25-kilometer-long, 11-station Fangshan line. The system makes it easier for staff to prevent unauthorized access to electrical substations, parking lots and other key metro facilities, offices and equipment areas at its stations, most of which are remotely managed.

S4LC_exterior.jpg

Brivo Systems LLC, announced that Sport Manitoba, located in downtown Winnipeg, installed Brivo ACS OnSite to manage access to its entire multi-use facility. Sport Manitoba is the lead planning, programming and funding agency for the development of amateur sport in Manitoba. National Industrial Communications Inc. was the project integrator.

Jeff Hnatiuk, president and CEO, Sport Manitoba, described the security challenges for the Sport for Life Centre, which houses Sport Manitoba's operations. "We have 65 separate offices each representing a sport, the Manitoba Sports Hall of Fame, a Sport Medicine Centre, Sport Performance facility, as well as a conference center and meetings rooms. This is a unique facility and the security needs are also unique and challenging."



The Brivo system enabled Sport Manitoba staff to set up different access schedules for the public areas on floors one and two and entirely different schedules for the offices located on floors three, four, and five. Sport Manitoba's system controls access at 32 doors for 235 users, and is also integrated with the building's two banks of elevators. "We really like the Web-based system," said Hnatiuk. "We can make changes from anywhere and change levels of access at any time."

Genetec announced the American Institute of Business (AIB) in downtown Des Moines, Iowa, installed Omnicast video surveillance system to secure the 20-acre campus. AIB, founded in 1921 and the educational home of 900 undergraduate students, found itself in need of a new security solution when one component of the existing system failed. Convergent Technologies, a Genetec Certified Integrator, helped design and deploy an Omnicast installation to secure the campus' 12 buildings. The completed system operates 32 fixed cameras including models from Axis Communications and Pelco, which provide full coverage of doorways, parking lots, dormitories and outlying buildings, as well as any location involved in the exchange of currency (e.g., cash registers). The Omnicast system was also integrated with Aiphone intercoms to allow building occupants to view and communicate with a potential visitor before permitting access.

Avigilon announced that the University of Sydney, Australia's oldest university, deployed the Avigilon HD Surveillance System across its Camperdown/Darlington and Cumberland campuses with plans to expand across the entire 530 hectare property. The university deployed 100 Avigilon HD cameras ranging from 1 MP to 16 MP to provide coverage of its two main campuses, monitoring all entry and exit points, 24-hour learning areas such as computer labs and libraries, and much of the high-use open areas. The Avigilon HD surveillance system has played a key role in reducing crime by 25 percent year-over-year since 2009.

Odyssey Technologies Inc., manufacturer of Remote Eyes® digital video management systems, announced that N&R Dining, a Virginia operator of 24 Burger King restaurants, successfully integrated Remote Eyes with its Sicom point of sale (POS) server to effectively manage its food costs by dramatically reducing the amount of food that is given away without proper payment. Remote Eyes supports multiple audio monitoring zones in the store locations so that off-site N&R Dining managers can listen to customer activity while reviewing POS transactions with video live and in real-time.

highrise.jpg

To provide residents with a protected living environment, 1720 South Michigan Avenue, a 33-story, 498-unit high-rise, deployed a highly-scalable IP network video surveillance system that utilizes Toshiba IP cameras, SCS recording and management software, network video recorders and hybrid digital video recorders. Dbats Inc., a Chicago-based video surveillance company and a Toshiba ProfitMAX™ dealer, installed the system.

