



# CASE STUDY:

## GSA TAILORS SECURITY SOLUTION FOR NETWORK OF CAR DEALERSHIPS ACROSS QUEENSLAND

### ISSUE:

A network of Queensland based car dealerships, service centres and spare parts stockists, owned and operated by SCI Fleet required a security system upgrade. Their existing systems, while functional, was site based and relied upon multiple recorders at each site, some of which were being supplied video feeds from old and outdated analogue cameras.

With the business owners requiring a commercial grade security and video verification system that could be accessed remotely by their inhouse security and operations teams, it was agreed their existing security network would need to be overhauled.

Key areas of focus for the new system design included:

- **CLOSED NETWORK:** It needed to be operational on a closed network.
- **CONFIGURABLE USER ACCESS:** Able to have set levels of user access that could be assigned to individual staff members and managed by the in-house security team. I.e., the service manager could view the service area cameras at their particular store to verify work being completed without having access to the wider network of cameras and business locations.
- **MULTI-SITE VIEWING FROM A SINGLE LOCATION:** Management and security teams needed to be able to

view security feeds from all store and depot locations from a single location.

- **SELF SUFFICIENT:** Sites needed to be self-sufficient.
- **BUILT IN REDUNDANCIES:** The system needed to include redundancies in the event of a failure.
- **EASE OF USE:** Footage needed to be easy to search and review to identify specific events.

### SECURITY INTEGRATOR:

Owner and operator of SDC Solutions, Gavin Sayers, who is the security integrator of choice for SCI Fleet, was contacted to design and quote a multi-site security solution that would increase visibility and traceability of site operations while safeguarding staff and stock alike.



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## SOLUTION:

Gavin met with GSA to discuss the project's requirements and to design a system that would meet the end user's needs.

"The team at GSA were great. They proposed a few different solutions and were able to discuss the technical performance of each; both with myself and the end user. And not only did GSA make sure everyone understood the capability of the system, they demonstrated how easy it would be to operate it on a regular basis," explained Gavin.

To assist in designing the system to the business' specifications, GSA worked with SDC Solutions to provide product demonstrations and workshops for the customer and their security and operations teams to ensure that the solution met each of their requirements while also remaining easy to use on a regular basis.

"The product demonstrations gave us the opportunity to really iron out the specification and make sure that the end user understood exactly what the system was capable of. It also gave the end user's decision makers the

ability to decide what was a nice to have feature and what was critical because they could see how each element of the security solution worked with the rest of the system," said Sam Yatim, National Business Development Manager and Project Lead.

With the workshops revealing that ease of playback was a critical feature, the business also identified that AI features, while beneficial to their operations, was not a core requirement in the first phase of the security system roll out.



# EQUIPMENT | CAMERAS:

With the core capabilities of the system in mind and Innes' familiarity with Hanwha Vision's products, GSA proposed a total system solution including:

## **DAHUA 8 MP IR FIXED-FOCAL BULLET CAMERAS**

**(DH-IPC-HFW3866EP-AS-AUS):** Packed with 8MP this high definition camera was mostly utilised in outdoor areas and was selected to provide greater flexibility in mounting options and locations while providing a crisp image. With their wide-angle viewing, these fixed lens cameras were an ideal choice for surveying large areas such as the car sales yard and parking areas. Capturing more square meterage with one device, their use in the project expanded visibility across the five locations.



## **DAHUA 8MP IR FIXED-FOCAL TURRET CAMERAS (HDW3866EMP-S-AUS):**

Often utilised indoors, these turret cameras were selected for their excellent low luminance performance and high definition imagery. With their non-intrusive profile, they were easily mounted to ceilings to capture clear detail with minimal intrusion into the room. Able to capture wide angles like their bullet counterparts, these cameras were utilised in large areas such as showrooms, service centres and inside the business' spare parts warehouse, significantly expanding the visibility of the network.

## **DAHUA 8MP 2.7-13.5MM VARI-FOCAL IR TURRET CAMERA**

**(DH-IPCHDW3866TP-ZS-AUS):** Equipped with a varifocal lens, these cameras were selected because they are ideal for points of ingress and egress such as gateways and access points. Their ability to zoom in on key features and provide close monitoring of staff and customers entering and exiting areas while still capturing details of the overall facility adds to the security of building and assists the operations team in being able to pinpoint people of interest and their entrance and exit from areas.



# HARDWARE & SOFTWARE:

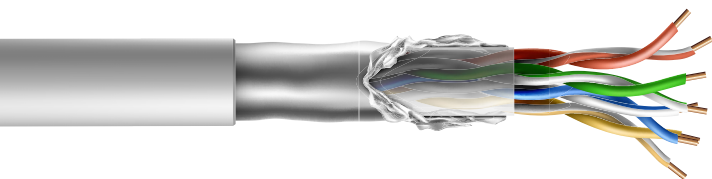


**VERGE THRESHOLD V350 SERVERS WITH DELL NEXT BUSINESS DAY SUPPORT (V350):** Equipped with a configurable RAID controller – as per the client’s internal security team’s redundancy requirements – the Verge V350 servers were implemented at each physical location within SCI’s business network. Commercial grade and offering greater search functionality than traditional network video recorders (NVRs), this server set-up provided the end user’s the ability to easily search for and verify the security of vehicles, track operations and search events and alarms. Backed by Dell next business day support, the reliability of the system was reinforced, assuring the end user that in the event of an issue, rectifications and repairs would be implemented quickly.

**WISENET WAVE 5.1 LICENSES:** Enabling all camera feeds and locations to be seamlessly viewed in a single customisable screen, this light-weight software is powerful enough to manage multiple camera feeds, without being processor intensive. Being user-friendly and easy to operate for the business owners, their security staff and operations team, WAVE met a core requirement of the system’s design and usability.

## WISENET WAVE

WAVE was also selected for its ability to integrate meta data from cameras and accept video feeds from existing hardware within each of the location’s camera networks, enabling the retention of pre-existing IP network cameras, as it does not discriminate based on brand.



**PERIPHERALS:** These items were selected for their trusted reputation for reliability and performance in commercial-grade security solutions:

- DLink Switches
- Dahua Cable

## ADDITIONAL BENEFITS:

With Wisenet's WAVE 5.1 remote authorisation for user access and LDAP capability, the security team are now able to grant and restrict user access for individual staff members remotely. This reduces the need for their security and IT staff to travel between their locations when staff are entering and exiting roles with the business.

This added functionality also ensures that user access can be granted and restricted per camera. This ensures that approved personnel only have access to their allocated department's security camera feeds and depending on the needs of the location at any given time or day, staff specific access can be adjusted to suit.

## ADDITIONAL SERVICES:

In addition to the supply of the equipment and components from GSA, SDC made use of our complementary pre-commissioning services which saved them a significant number of man hours which would otherwise be spent on site commissioning the system. As part of this, GSA inspected, IP named and commissioned all cameras and accompanying Verge servers with user login credentials prior to shipping. This process ensured that Gavin and his team could 'plug and play' the solution shortly after installation.

To assist with multi-site deployment and the prompt resolution of any technical issues, SDC Solutions' team worked directly with GSA's Technical Support Team to remotely access the system and verify the setup was correctly configured and resolve any issues.

Gavin says the local tech support he receives from GSA is a huge benefit of working with us.

"GSA's tech support is amazing. I know the guys are only a phone call away if anything goes wrong or isn't working. It certainly makes my job easier, knowing I have that support on hand if I need it," he said.

The support provided meant that any identified issues were resolved with minimal impact to deployment timelines.

## OUTCOME:

With all five locations now deployed and fully operational, the feedback from the integrator and client alike, has been positive. The end user, who is so impressed with the system and its performance has already commenced discussions with the integrator about future expansions for the system including in-depth AI functionality for enhanced attribute identification and tracking.