GSA
SYSTEMS

CASE STUDY:

VICTORIAN TOURIST HOT SPOT IMPLEMENTS LEADING VMS TO STREAMLINE VISIBILITY AND SAFEGUARD STAFF AND GUESTS

ISSUE:

A busy Victorian tourism location that welcomes 500,000 guests annually were planning for a facility expansion and identified that their existing camera network and security system would need to be improved.

The new system would need to be user friendly, offer easy-to-use searchability and respond quickly when reviewing previous footage. It would also be required to work effortlessly under the load of the current 50 cameras on site with the ability to accommodate the expansion of the system with an additional 20 CCTV cameras being added within the same year as implementation, and in future as the facility continues to expand.

SOLUTION:

Working with GSA as their security distribution partner, the incumbent security integrator approached GSA to discuss possible solutions. Knowing the details of the site and the complex operating conditions for the network, GSA and the integrator discussed options that would best fit the requirements of a busy tourism destination.

After closely evaluating the system and client's requirements, including a preference to avoid ongoing subscription fees for software, GSA and the integrator opted to propose Hanwha Vision's WAVE video management system.

"The system is extremely user friendly. Non-technical users, including the facility's day-to-day staff, can easily view camera feeds in real time from multiple cameras around the facility – all in the one window," said Sam Yatim, National Business Development Manager with GSA and Project Lead.

"Now, reviewing footage only takes a few clicks of a mouse, it is a significant improvement from

the older system it replaced," Sam continued.

Wanting to ensure the end user was entirely comfortable with the proposed solution, GSA worked with the integrator to schedule a demonstration of WAVE's capability.

This demo not only highlighted the ease of use of the system, including its ability to streamline event searching, it also provided the end user the opportunity to ask in-depth questions about the capability of the system and how it would function in specific events.

While the security integrator was well versed in the capability of the system, the secondary support GSA offered during this consultation reduced any delay in responding to complex or event specific questions and further highlighted the support the integrator has available in the event that technical support was required both during the initial deployment phase, and ongoing.

EQUIPMENT:

WISENET WAVE 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 and their staff, WAVE met a core requirement of the system's design and usability.

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

WISENET WAVE

x20

In addition to the WAVE licenses, GSA also provided the integrator the following equipment to expand the CCTV footprint at the facility:

Dahua's 5442 series of ultra-low light cameras including turrets, domes and bullets: This range of Dahua cameras work in ultra-low light settings. The ability to change between form factors also ensured that the integrator could select the right camera for each location throughout the complex facility and could support peak performance in changing conditions.

This camera range's ability to work in a low light environment also meant there was minimal impact to the surrounding areas which did not need to adjust their lighting - an important feature for areas designed for relaxation with low or dim lighting, particularly at night.

HANWHA VISION | WISENET 4K LPR/ANPR NETWORK IR BULLET CAMERA (PNO-A9081RLP): Hanwha's automatic number plate recognition camera for carpark entry and exits. Hosting Hanwha's Road Watch AI, this powerful camera is capable of make, model and colour recognition, making event searching faster and more responsive than ever before.

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ADDITIONAL BENEFITS:

The additional benefits of the system meant that the three recorders run previously on site to support the older system could now be consolidated into a single recorder. This consolidation now ensures that all information is written to one data base with a singular time and date stamp. This is important for reviewing and retrieving footage and supports the ongoing viability of the system as a tool to verify and track events on site.

Furthermore, this reduced power consumption and streamlined the setup for the end user, thus reducing the space required to house the equipment and its overall energy usage, making it a more sustainable alternative to the older system.

ADDITIONAL SERVICES:

In addition to reviewing and proposing the VMS system, GSA provided pre-configuration services which streamlined the installation of equipment on site.

"GSA's technical assistance, pre-programing, quality checking, IP-ing and naming cameras, saved the integrator at least a day's work on site," explained Sam Yatim. This not only saved the integrator added labour costs but also reduced disruption to the facility's operations and guest experiences.

While the system operates within the end user's network, GSA's preparation of equipment off site and the provision of detailed technical documents to support the install, alongside pre-commissioning services, enabled the integrator to 'plug and play' the equipment upon install, saving them significant time on site.

GSA's support did not stop there, when an issue was detected with camera performance by an onsite tech, GSA worked quickly and efficiently with the integrator to identify the issue and rectify the problem. GSA's in house technical team remotely accessed the network and completed a firmware update on the cameras, resolving the issue the same day it was detected.

OUTCOME:

The rollout of the system has been positively received by the end user. Their team is so impressed with the system's performance that there are now plans to expand the system into their other business locations.

Furthermore, there are plans to increase the business' CCTV network further, including the addition of cameras into newly developed areas of their facilities.

Discussions are also ongoing regarding heatmapping functionality and additional AI assisted system enhancements which GSA and the integrator are working with the end user to explore further.

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