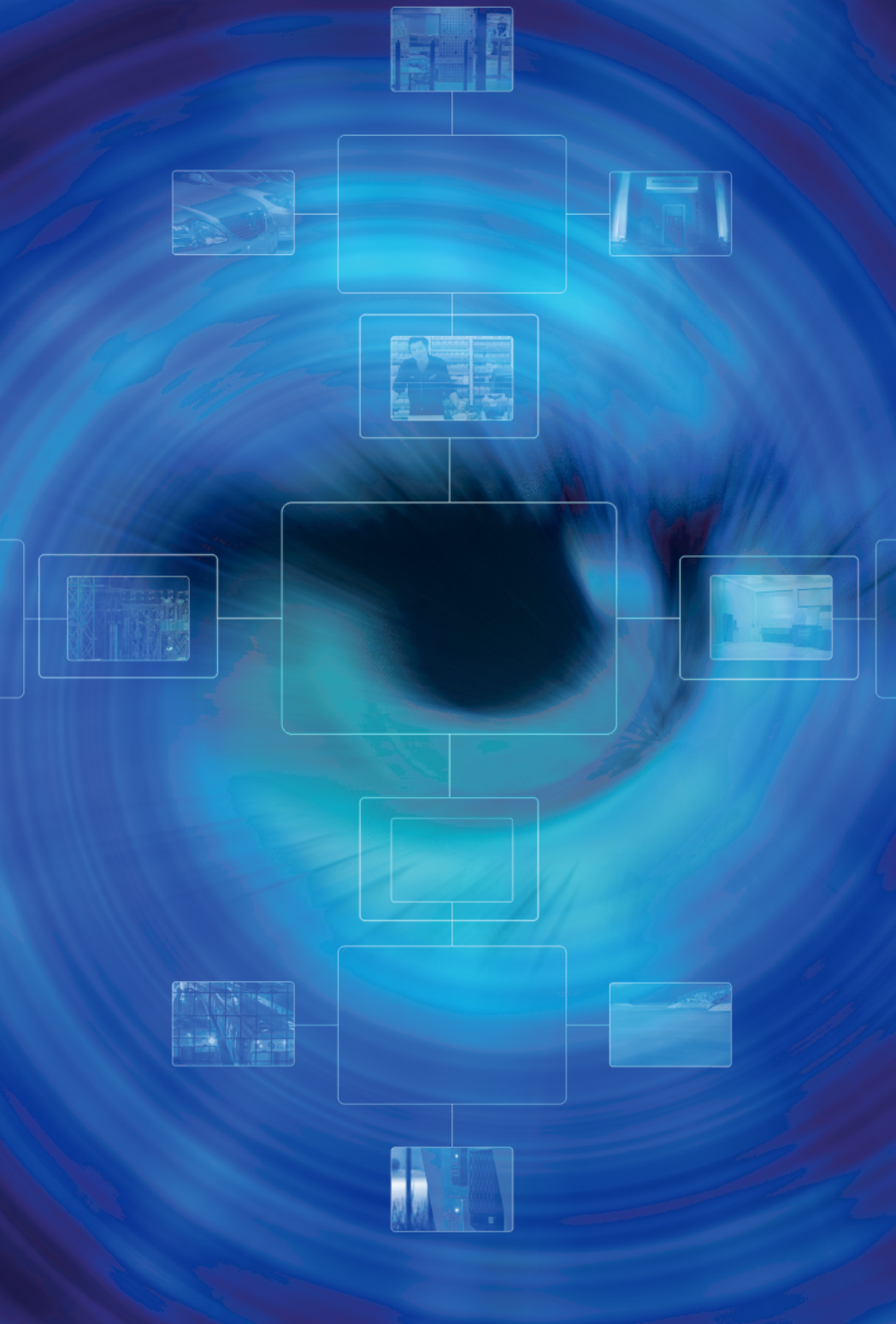


ADPRO[®]

Solve your
multi-site security
problems using
Remote Video
Monitoring



Vision Systems

14 common security problems that are solved with remote video monitoring

Find-out HOW remote video monitoring addresses each of these issues...



1
Attacks on vulnerable staff

The image shows a red sign with the word "EMERGENCY" in white capital letters. Below the sign, the number "1" is displayed in a large white font, followed by the text "Attacks on vulnerable staff".



2
Staff fraud

The image shows a person's hands holding a bottle of wine over a shopping cart. Below the image, the number "2" is displayed in a large white font, followed by the text "Staff fraud".



3
Burglary

The image shows a person in a dark jacket using a red crowbar to pry open a metal door. Below the image, the number "3" is displayed in a large white font, followed by the text "Burglary".



4
Vandalism

The image shows a person's hands breaking through a metal structure. Below the image, the number "4" is displayed in a large white font, followed by the text "Vandalism".



5
Lack of protection for lone workers

The image shows a man in a dark jacket looking directly at the camera. Below the image, the number "5" is displayed in a large white font, followed by the text "Lack of protection for lone workers".



6
Threats to critical infrastructure

The image shows a large industrial structure, possibly a dam or bridge, with a person standing on top. Below the image, the number "6" is displayed in a large white font, followed by the text "Threats to critical infrastructure".



7
Theft by employees

The image shows a person in a dark jacket walking through a store aisle. Below the image, the number "7" is displayed in a large white font, followed by the text "Theft by employees".



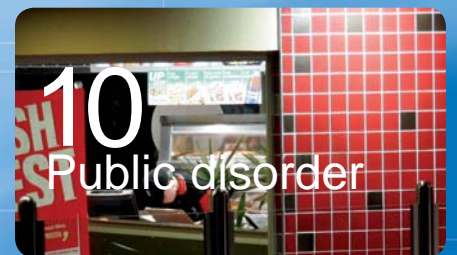
8
Graffiti

The image shows a person in a dark jacket painting graffiti on a wall. Below the image, the number "8" is displayed in a large white font, followed by the text "Graffiti".



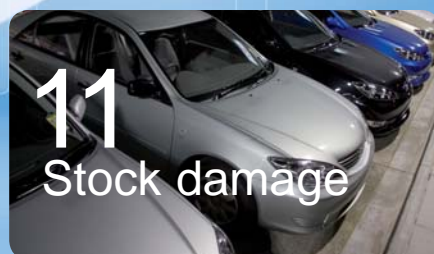
9
Hold-ups

The image shows a person in a dark jacket holding a gun. Below the image, the number "9" is displayed in a large white font, followed by the text "Hold-ups".



10
Public disorder

The image shows a person in a dark jacket in a public area. Below the image, the number "10" is displayed in a large white font, followed by the text "Public disorder".



11
Stock damage

The image shows a person in a dark jacket damaging a car. Below the image, the number "11" is displayed in a large white font, followed by the text "Stock damage".



12
Access control

The image shows a person in a dark jacket at a security checkpoint. Below the image, the number "12" is displayed in a large white font, followed by the text "Access control".



13
Workplace Health & Safety compliance

The image shows a person in a dark jacket working on a construction site. Below the image, the number "13" is displayed in a large white font, followed by the text "Workplace Health & Safety compliance".



14
Construction site theft

The image shows a person in a dark jacket at a construction site. Below the image, the number "14" is displayed in a large white font, followed by the text "Construction site theft".

ADPRO® Remote Video Monitoring

Why Remote Video Monitoring?

- Cost effective
- Vigilant 24 hours a day
- Centralised management of multiple remote sites
- Appropriate, proactive and fast intervention by specially-trained staff
- Situations defused before they escalate to loss, damage or violence
- Evidential quality video and audio recording
- Protection of staff, customers, stock and assets
- Cost-effective and efficient solutions to prevent business disruption



Why ADPRO®?

Reputation With over 40,000 systems installed, **ADPRO®** solutions are working reliably in a large range of mission-critical applications.

World-class Research and Development Centre A large commitment to ongoing R&D ensures robust problem-solving technologies are constantly introduced into the product range.

Design **ADPRO®** produces practical documentation ensuring consistent and effective system design.

Training As industry experts, **ADPRO®** delivers training ensuring Installer compliance with best practice.

Technical Support Experienced **ADPRO®** staff are available to respond to technical issues quickly.

What is ADPRO®?

The **ADPRO®** product line consists of:

- Video Transmission & Storage Hardware
- Video Transmission Hardware
- Remote Site Video & Alarm Management Software
- Video Motion Detection System
- Outdoor Infra-red Detectors

Common Security Problems & Remote Video Monitoring Solutions

The following scenarios illustrate common security problems faced by organisations with multiple sites – which are solved by using **ADPRO**® remote video monitoring solutions.



1

Attacks on vulnerable staff

Problem

“Our staff work on the front line dealing with members of the public who are often traumatised or under the influence of alcohol and drugs. Over the last few years the number of violent episodes has increased dramatically. Friday and Saturday nights often resemble a war-zone and recently there have been attacks in the staff car park. No wonder staff morale is low and staff retention rates even lower. To re-build a high-performing team and attract and retain good staff, we must act now...”

Solution

Unruly friends have been waiting in the Accident & Emergency department for several hours and start to cause trouble.

Feeling threatened, a nurse pushes a panic button on a pendant around her neck and seconds later an authoritative voice booms out of the speaker. After realising that the site is under constant surveillance, the disturbance quickly subsides and staff return to normal duties.



Staff fraud

2

Problem

“One store is consistently under-performing in stock count accuracy and average gross margin KPI's. The discrepancies coincide with the arrival of several new staff members but we can't pinpoint the specific individual. We need to stop these losses now and prevent future losses...”

Solution

A check out operator buys a bottle of whiskey for a friend by scanning a barcode for sweets instead of the real barcode.

The regional manager now has remote access to the store's CCTV footage that is synchronised with transactional data from the POS system. This enables the identification of the specific check out operator. The check out operator is confronted with proof that they defrauded the retailer. Presented with such definitive evidence the admission of guilt is immediate.

Burglary



Problem

"Burglars target laptop computers and despite insisting that employees lock them away at the end of the day, they still go missing. The cost, time and logistics involved in repairing damage caused by intruders and the cost of replacing the laptops (not to mention the hidden cost of lost data) is driving us crazy. Initially it was 'just one of those things' but now it's so frequent we must do something about it..."

3

Solution

Looking at the detector-activated images, the Central Station Operator has a crystal-clear view of the potential burglar heading for the back entrance. The police are called and just before the break in begins, lights come on and a clear voice announces that every movement is being recorded and the police are on their way. The burglar jumps the fence only to be apprehended. The number of incidents drop dramatically.

Vandalism



4

Problem

"Every Monday morning when I pull into the school grounds I brace myself for the damage that has inevitably occurred over the weekend. I am relieved when it's only a few smashed windows, but recently we've had several fires and last weekend an equipment building was broken into and completely destroyed. The situation is now so chronic that money we need for library books and sporting equipment is being re-directed to the huge repair bills..."

Solution

As the first of three hooded figures climb the fence to enter the schoolyard the Central Station Operator jumps into action and calls the police. Once the police are notified, the Operator zooms in to get a clear image of the ring leader before issuing an audio challenge. A look of terror washes across their faces as the group is paralysed by the realisation that they are caught on camera. As they gather their wits to run, a police van pulls in and the group is arrested.

The school is no longer a soft target and word soon gets around. Money can now be spent on education rather than repairing damage.



Protection of lone workers

5

Problem

“We’ve had to consider every means of squeezing more profitability from our business recently. We extended our hours and customers have responded well. However we can only afford to roster on the bare minimum of staff and they tell me it doesn’t feel safe working late at night by themselves. Some are so concerned they call in sick, causing major disruption to our business...”

Solution

Every hour a voice comes over the loudspeaker announcing the time and that the premises are under constant video surveillance. At first customers are surprised but then go back to the business of shopping.

The Central Station Operator does a virtual tour around the shop using the conspicuously mounted cameras to make sure that all is well. Combined with the prominent monitors and the ‘request for assistance’ button mounted under the counter, Shop Assistants now feel more secure and are reassured that their safety is genuinely being looked after.



Critical infrastructure threat

6

Problem

“The frequency of after hours losses around the sites is increasing. We’ve had everything from a drum of cable to a box of insulators stolen recently. This petty theft is bad enough, but of course nowadays we also have to be vigilant against the possibility of being the target of an extremist group. We really need to be thinking about some proactive security measures to protect all our assets...”

Solution

A group of intruders cut a hole in the fence that surrounds the remote station in the hills. Once inside the compound, the intruders head toward the main equipment building.

The Central Station Operator has been observing the intruders since they entered the compound. After calling the police, the Operator surprises the group by advising them that their movements are being recorded and the police are on their way. After a few moments of panic the group sprint back to their van and leave without having had a chance to execute the plan.

Theft by employees



Problem

“We operate on many sites but tools and stock constantly disappear from one site in particular. It causes real disruption to our business. We think it’s an inside job but don’t know who. As a result of these ongoing losses, the already slim operating margins from this site have now turned negative. This has got to stop!...”

Solution

Knowing that an item was on site on Monday at 5 pm but gone by Wednesday at 11 am, the Central Station Operator conducts a systematic search for activity in the area where the item went missing. A clearly identifiable figure is seen removing the object and walking towards the car park. The incriminating footage is handed to the local manager who then confronts the offender. The offender has no option but to admit guilt and face the consequences.

7

Graffiti



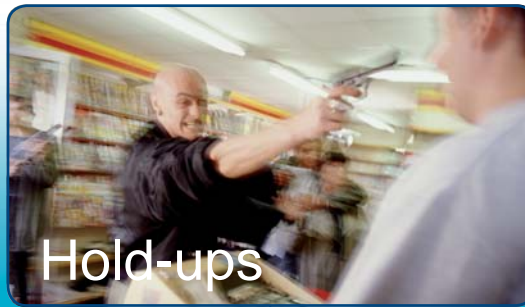
Problem

“Incapacitated trains mean missed schedules. On-time performance is one of our Key Performance Indicators. If we miss our KPI’s we inconvenience passengers and incur fines that compromise the whole operation. The main cause of delay is trains being attacked with graffiti and petty vandalism in the holding yards. Local kids see them as fair game and several times a month whole carriages, inside and out, are hit. There’s got to be something we can do to stop this on going problem...”

Solution

It’s late evening and the holding yard is virtually empty. A group of local kids decide to add some excitement to their night by spraying a few more carriages. As one of them jumps the fence a voice booms out across the holding yard. The kids are startled by the voice and terrified when they realise they’ve been identified by the new CCTV system. Seconds later the kids sprint away without causing any damage. This scenario is replayed several times over the following weeks until eventually word spreads that the holding yards are ‘too hard’ and no further incidents are reported.

8



9

Problem

"We must have a reputation for being easy targets because hold ups at our stores have reached an all time high. The cumulative effect of trauma to our staff, disruption to store trading and the administrative pain of insurance claims make each incident extremely costly to our business. We can't keep going like this..."

Solution

The shop assistant discretely pushes the hidden Alert button when she sees people with balaclavas enter the shop. The Central Station Operator assesses the situation and immediately calls the police to site. The offenders are apprehended as soon as they exit the store. After news of the failed hold up makes the local radio and newspaper no further incidents occur.



10

Problem

"Staff turnover is at an all-time high and no wonder with all the 'unruly customer' problems we have. The young people we employ are not equipped to deal with fighting, threats and abuse as customers spill out of the pub after closing time. Families no longer feel safe coming here and late night takings are down. The loss of customers and the cost of constant recruitment and training is extremely detrimental to our business..."

Solution

Staff who fear for their safety because of drunk patrons push a suspicion button located under the counter.

Within seconds a voice comes over the loudspeaker alerting all patrons that video is installed and activities are being recorded to ensure safety. Troublesome patrons leave immediately and normality returns. Employees are assured that potential confrontations can be diffused before they start. Retention rates are stable and late night customer numbers return to previous levels.

Stock damage



Problem

“Every weekend we deal with car paint scratches and smashed side mirrors or windows. We don’t want to erect a high fence around the yard as we want potential customers to browse after hours. But if we don’t think of something soon we’ll be forced to turn this place into a fortress...”

Solution

Leaving a trail of destruction as they go the noisy group enter the car yard with a plan to break and scratch whatever they can find.

Upon setting foot in the car yard the outdoor detector triggers a call to the Central Station and the Operator issues a voice challenge to the offenders. Not knowing how they’ve been discovered, but knowing they’ve been caught on camera the group sprint down the road to easier targets.

There was no time to cause damage and it’s business as usual the following morning.

11

Access control



Problem

“We must be open for collections and deliveries 24 hours a day and need appropriate access control levels to our site for the many companies and drivers we deal with.

Our current system is simple but because of recent significant stock discrepancies we have to supervise the loading and unloading of trucks. But we don’t want to employ a full time person just to supervise...”

Solution

The truck arrives at the gate and the driver pushes the button on the intercom. The Central Station Operator identifies the driver, disarms the alarm system, turns on the lights and opens the gate.

For the next 30 minutes the Operator observes and records the driver’s actions as he drops off his load and picks up the next consignment. On completion the Operator escorts the driver off the site and locks up the site again.

The few stock discrepancies now reported are easily resolved by a search of the relevant video footage.

12



Workplace Health & Safety compliance

13

Problem

“Our sites are spread across the countryside and our repair teams are on call 24x7. Health & Safety regulations require procedures for the monitoring of lone workers to ensure their safety, which we comply with by sending two staff to even the most trivial job. In these litigious times there’s no way we can cut corners on Health & Safety, but we’d love to find a compliance method that reduces labour costs and increases our productivity...”

Solution

An equipment alarm goes off late at night at a rural site. The control room Operator calls the rostered technician who, from experience, is able to isolate the fault to a single component failure. On arrival at the site he is greeted by the voice of the Operator again who enables access to the facility and observes the technician’s movements via the CCTV cameras. Twenty minutes later the technician departs. The call-out cost is now halved and Health & Safety requirements are met.



Construction site theft

14

Problem

“We always have several projects on the go in varying degrees of completion and at various construction sites across town. Despite site foremen following strict procedures to secure each site every night, the cumulative losses of plant and materials is a massive drain on productivity and profitability. Thieves think any construction site is a soft target and will contain goods that are easy to sell. Margins in this industry are cut throat enough without donating valuable plant and materials to local criminals!..”

Solution

It’s 3 a.m. and a van pulls alongside the temporary fencing of the construction site. Before the bolt-cutters cut through the gate padlock, the Central Station Operator has the would-be intruders in his sights. He issues a loud, clear audio warning. The thieves panic, drop their tools and sprint back to the van to escape. This scenario is repeated across each of the sites over the following weeks as opportunistic and planned robberies are all prevented.

Consequences of insufficient or ineffective security solutions...

Security guards

Security Guards are a traditional response to problem situations but are not a guarantee of security:

- High and ongoing monthly costs make them an expensive solution
- High guard turnover causes inconsistent performance
- Guards can intimidate workers and deter customers
- A security guard is unlikely to be in the right place at the right time to prevent employee fraud
- When an offender is detained by a guard the case is often, 'his word against mine' – not a strong case in a court of law.

What you need is a solution that prevents a problem from occurring, thus maximising business continuity and profitability.

Disruption to business

Security issues can disrupt business in dramatic fashion. One-off incidents are bad enough but persistent problems can bring an organisation to its knees.

- Threats to staff result in absenteeism and high staff turn over
- Temporary closure of a business can deprive retailers of a sale and lose valued and profitable customers
- Trains out of action due to vandalism cause delays and inconvenience to passengers
- Graffiti on walls portrays an unprofessional image and discourages new customers
- Employee theft reduces profitability.

What you need is a solution that is cost-effective, vigilant yet not intrusive, works 24x7 – and can be provided as authoritative proof in court.

High false alarm rate

Whether protecting staff and stock in a retail outlet, railway carriages in a holding yard, employees in a court building, tools and materials on a construction site, teachers in a school, or critical machinery in a utility – when a critical incident occurs, you and your Insurers must be secure in the knowledge that the police will attend:

- Police do not want to deal with false alarms – they are time wasting and expensive
- To maximise time spent on genuine incidents, police may charge companies for wasted time, or even refuse attendance after a series of false alarms.

What you need is a solution that meets auditable standards and guarantees police response.

ADPRO[®] Remote Video Monitoring solutions address each of these issues to cost-effectively ensure business continuity.

How Remote Video Monitoring works...

An alarm is triggered by a staff member pressing a panic button.
Images of the event are sent to a Central Monitoring Station.



Indoor



Event



Assess



Outdoor



Passive Infrared Detectors and/or a AXIOM Video Motion Detection system and cameras are installed around the perimeter.
An alarm is triggered by an Intruder for example climbing a fence.
Images of the event are sent to a Central Monitoring Station.



A Central Monitoring Station Operator assesses the situation by looking at the images. They switch to live video as required.

After assessing the situation the Operator issued an audio challenge to the site. Alternatively, they may have sent a guard or called a key holder or the Police.



Indoor

Action

Outdoor



After assessing the situation the Operator challenged the intruder via audio. Alternatively, they may have sent a guard, call a key holder or the Police.

The Operator can tour a site by video at any time. This can uncover potential problems, e.g. loitering youths with spray cans. The Operator can issue an audio challenge and prevent the situation from escalating.

Document



Every action made by the operator is captured by the Video Central software. This, plus video and audio recordings, can be accessed by the site owners on a secure link. The information can also be used in activity reports. Site owners then have full visibility of the service provided by the Central Monitoring Station.

The **ADPRO**® system watermarks video images. This, together with an embedded audit trail, increases the weight of evidence admissibility.

With over 40,000 systems installed – here's what our customers say...

“We were very impressed with the ADPRO video compression as it enables fast access over limited bandwidth links. We were also particularly impressed with the product's integrated video alarm verification feature. ADPRO FastTrace alerts us to the presence of intruders before an attempted break-in, and the causes of alarm can be viewed live at our remote security control room.”

James Thornton, Head of Security,
BMW Park Lane London, UK

“ADPRO FastTrace has integrated voice and video surveillance technology making it the ideal solution when combined with a professionally delivered remote monitoring service to protect retail stores, car parks, train stations and many other distribution environments.”

Colin Walters, General Manager,
Chubb Remote Video Response, UK

“We found ADPRO to be the best remote monitoring solution available on the market. Not only did ADPRO FastTrace have all the features we were looking for, but it is also compliant to the new BS8418 standard.”

Bob Marsh,
Assistant to the
CCTV Manager,
Travis Perkins, UK

“Not only does the increased security measures provide us with increased security and management capabilities it also enables our customers a visibility of their freight”

Richard Maxwell, General Manager,
SCT Transport,
Australia

“ADPRO FastTrace will pay for itself in less than two years and the wireless capabilities have given us better quality images and lower maintenance and telecommunications costs.”

Laurence Chapman,
Technical Services
Manager (Housing),
Swindon Borough Council

“South East Water is currently monitoring 28 remote water storage sites using ADPRO equipment transmitting via the GSM network. Combined with the simple to use and configure Video Central software it has proven to be a reliable and effective way to monitor remote sites for security breaches that could compromise the quality of the community's water supply”

Rod Moon, SCADA Manager,
South East Water, Australia

“The ADPRO security solution has contributed to increased repeat business from young families who want to enjoy a safe and positive McDonalds dining experience, free from disruption and intimidating behaviour from youth gangs”

Peter Bolton, Regional Security Manager,
McDonalds, UK

Government

- Aomori and Miyazaki Bases
- Australian Defence
- Australian Embassies
- Australian Federal Police
- British Museum
- FBI
- Federal Reserve Bank
- Hong Kong Border
- Independence Hall
- Japan Defence Army
 - Kumamoto
- Japan IHI Aerospace
- Japanese Embassies & Consulates
- Kennedy Space Centre
- Malaysian prisons
- National Crime Authority
- NATO
- Pokok Sena Prison
- Romania Parliament House
- Scottish Executive
- South Australian Police
- Tanah Merah Womens Prison
- United Nations
- US Boarder Patrol
- US Navy
- US Supreme Court
- Victorian Police
- Victorian State Parliament
- Yokusika Navy Base

Car dealerships

- Benfield Ford Car
- Dixon's Motor Group
- Eagle Chrysler
- Golling Pontiac
- Hartwells Motor Group
- Herb Chambers
- Honda-Infiniti
- Kenworth Trucks Lidl
- Mack Trucks
- Melbourne's Cheapest Cars
- Meridian Motors
- Reg Vardy

Retail

- 7-Eleven
- ASDA
- Badcock Furniture
- Bestway Cash & Carry
- Bolton Beds
- Boots
- Co-op Convenience Stores
- Coop Group
- Debenhams
- Disney Stores
- Dixons Electrical UK
- Highland Village Mall
- Jack Daniel's Distillery
- Jackson Medical Mall
- John Lewis
- Littlewoods
- Marks & Spencer
- McDonalds
- MFI
- Mugg and Bean Coffee Shops
- Next Group
- Phillip Morris
- Phones 4 U
- Pick Pay'n Go
- Ray's Outdoors
- Rooms To Go
- SPAR
- Starbucks
- TK Max
- T-Mobile
- Total Fina Petrol Stations
- Travis Perkins
- Vawdreys

Public transport

- Australian Road Authorities
- Arriva Trains
- Bradford Highways
- Corporation Victoria
- Danish Rail
- Dockland Light Rail
- Dutch Railways
- Edmonton Rail Authority
- EWS
- First North Western Rail
- France Road Authority
- GDOT
- Jarvis Rail
- London Transport
- London Underground
- MDOT
- Mersey Rail
- Metro Transit Authority NY
- Netherlands Roads
- Network Rail
- Pendragon
- Railtrack South East
- Silverlink Trains
- South East Trains
- Utrecht

Utilities

- Alabama Power
- Anglian Water
- Baystate Gas
- Bournemouth Water
- Canada Hydro
- Central Hudson Gas and Electric
- Chicago Water Reclamation
- Chugoku Electric Power
- City West Water
- Con Edison
- Connecticut Yankee Atomic
- Connectiv Dominion Resources
- Constellation Energy
- Dominion Resources
- Duke Energy
- ElectraNet South Australia
- Enbridge Pipelines
- Essent
- Florida Power & Light
- Gansu Water Power
- Georgia Power
- Hong Jia Du Water Power
- Japan Water Purification Plant
- Japan Water Reservoir Facilities
- Jeeralang Power Station
- Korea Water Resources
- Meridian Hydro
- Mississippi Power
- National Grid
- Newport Power Station
- Northumbrian Water
- Norweb Scottish Power
- Okinawa Electric Power
- Orange & Rockland Utilities
- Pelican Point Power Station
- Petten Nuclear Power Plant
- Portsmouth Water
- Scottish and Southern Energy
- Scottish Water
- Severn Trent Water
- South Australia Water
- South East Water
- Southern Companies
- Taiwan Water Resources
- Thames Water
- Tuas Power
- Union Electric Power
- United Utilities
- Water Affairs South Africa
- Welsh Water
- Westar
- Wulanchabu Electric Power Bureau
- Yorkshire Electric
- Yorkshire Water

Companies who benefit from the power of **ADPRO[®]** Remote Video Monitoring first-hand...



Vision Systems is a global organisation committed to providing a continuous flow of intelligent, sophisticated products that significantly improve the safety and security of its customers. Advanced smoke detection and security technologies position Vision Systems as a leading manufacturer of innovative system solutions for global industry application.

The Americas

Vision Systems
700 Longwater Drive,
Norwell MA 02061 USA
Ph 781 740 2223
Fax 781 740 4433
Toll Free 800 229 4434

Asia Pacific

Vision Systems
Private Bag 215
Mount Waverley
VIC 3149 Australia
Ph +61 3 9211 7300
Fax +61 3 9211 7202
Toll Free 1 800 700 203

Europe and the Middle East

Vision Systems
Vision House
Focus 31 Mark Road
Hemel Hempstead Herts
HP2 7BW UK
Ph +44 1442 242 330
Fax +44 1442 249 327

www.vision-fs.com/adpro

The manufacturer reserves the right to change designs or specifications without obligation and without further notice. VESDA, LaserTEKNIC, LaserPLUS, LaserSCANNER, LaserCOMPACT, LaserFOCUS, VESDAnet, VESDALink, ASPIRE, ASPIRE2, AutoLearn, VSM, VConfig, InfoWORKS, PROACTIV, PRECISION, VSC, ADPRO, FastTrace, FastVu, FastScan, Axiom, PRO, Amux and Video Central are trade marks used under licence by the distributor.

This document is protected by copyright under the laws of Australia and other jurisdictions throughout the world. It must not by any means, either in whole or part, be reproduced, communicated to the public, adapted, distributed, sold, modified, published except as permitted by any laws or statute or with prior written consent of VFS International Pty Ltd. Copyright 2006 VFS International Pty Ltd ACN 100 259 381

Document: 11605 Version: 00

Part:300098.01.



Vision Systems