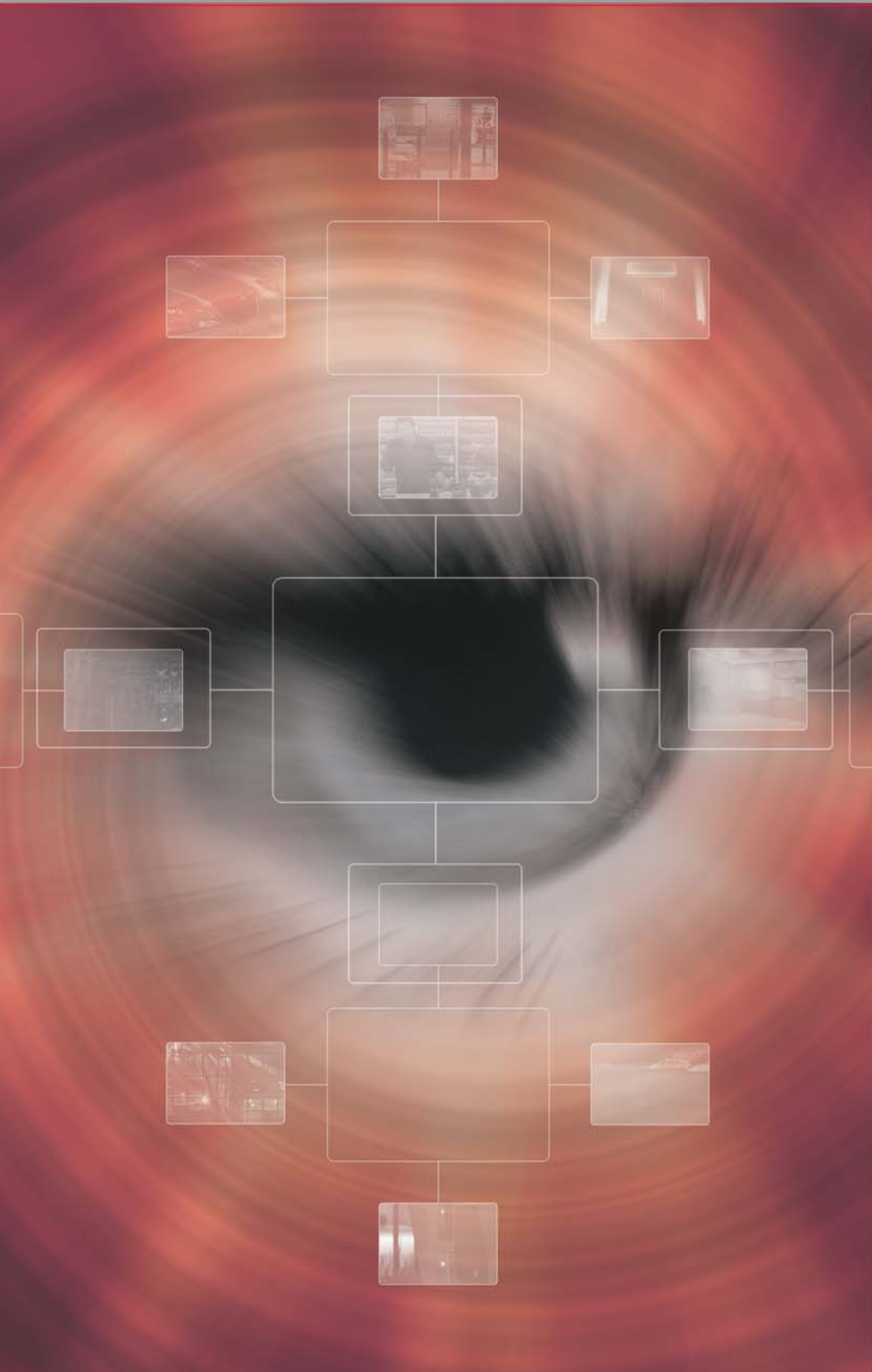


**ADPRO®**

Remote Video  
Monitoring  
Solutions



 **xtralis®**

**ADPRO®**

# Xtralis ADPRO Remote Video Monitoring

## What is Xtralis ADPRO?

The Xtralis ADPRO product line consists of:

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

## 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 Xtralis ADPRO?

**Reputation** With over 40,000 systems installed, Xtralis 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** Xtralis ADPRO produces practical documentation ensuring consistent and effective system design.

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

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

Common security problems that are solved with remote video monitoring



1



**Problem**

“The frequency of after hours damage done to equipment around the site is increasing. We’ve had everything from graffiti to stolen fencing. This petty vandalism 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 towns reservoir in the hills. Once inside the compound, the intruders head toward the main pumping station.

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.



**Problem**

“One store is consistently under-performing in stock count accuracy and average gross margin KPIs. 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.



2

# 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 Xtralis ADPRO remote video monitoring solutions.



## Employee Safety

3

### 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 are particularly traumatic for staff and recently there have been attacks in the staff car park. No wonder staff morale is low and staff retention rates even lower. In these litigious times there’s no way we can cut corners on Health & Safety but to re-build a high-performing team and attract and retain good staff, we must act now...”

### Solution

On a regular basis, an announcement through loudspeakers is made notifying the public that the premises are under constant video surveillance. The Central Station Operator can take a virtual tour around the premises to make sure that all is well and notify any wrong doers that they are being monitored. As well as a “request for assistance” button mounted under counters or worn as a pendant around the neck, staff now feel more secure and are reassured that their safety is genuinely being looked after.

4



## 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. Due to Health and Safety compliance rules we must not have drivers or technicians on site alone, this proves costly as then we are paying two salaries for the one job”

### 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. As the operator is always observing only one driver is required on the job saving the second salary.



## Hold-ups, Burglary & Construction Site Theft

5

### Problem

“We must have a reputation for being easy targets because burglary and hold-ups at our stores have reached an all time high. The cumulative effect on traumas to our staff, disruption to store trading and the administrative pain of insurance claims make each incident extremely costly. Initially it was ‘just one of those things’ but now it’s so frequent we must do something about it...”

### Solution

The shop assistant discreetly 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 the site. The offenders are apprehended as soon as they exit the store. After news of the failed hold-up spreads, the number of incidents drop dramatically.

6

### Problem

“Incapacitated trains mean missed schedules. On-time performance is one of our Key Performance Indicators. If we miss our KPIs we inconvenience passengers and incur fines that compromise the whole operation. The main cause of delay is trains being attacked with graffiti and vandalism in the holding yards. There is a car dealership and a construction site next door and the local kids see these areas as fair game and several times a month whole carriages, inside and out, are hit and windows are smashed, cars scratched and building equipment stolen. There’s got to be something we can do to stop this on-going problem in this area...”

### 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 holding yard 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. The car yard and the construction site also install the new CCTV system and this is saving the car yard costly damage to cars and the construction site is no longer having tools stolen.



## Vandalism and Stock Damage

# 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**

**Action**

**Document**



**Outdoor**



Passive Infrared Detectors and/or a Presidium Intelligent Video 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.



**Indoor**



**Outdoor**

After assessing the situation the Operator challenged the intruder via audio. Alternatively, they may have sent a guard, called 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.



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

# Consequences of 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. Isolated incidents are bad enough but persistent problems can bring an organisation to its knees.

- Threats to staff result in absenteeism and high staff turnover
- Temporary closure of a business loses valued and profitable customers
- Employee theft reduces profitability to the point of bankruptcy
- False alarms are a waste of time and are expensive; police may even refuse attendance after a series of incidents that are false.

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

### Government

- Border Patrol
- Court of Law
- Customs Offices
- Embassies & Consulates
- Federal & State Police
- Federal Reserve Banks
- Land Transport Authorities
- Museums
- Ports and Harbours
- Prisons
- Space Agencies
- United Nations

### Other

- Cigarette manufacturer
- Distilleries
- Medical facilities
- Petrol refineries
- Wineries

### Retail Sector

- Automotive
- Camping and Outdoor Living
- Chemist
- Collectors
- Convenience Stores
- Department stores
- Electrical
- Fast Food
- Furniture
- Gas Stations
- Hardware
- Restaurants and Coffee shops
- Shopping Malls
- Supermarkets
- Telephone

### Utilities

- Electric
- Gas
- Hydro Electric Power station
- Nuclear power generation plant
- Remote facilities
- Reservoir Facilities
- Water
- Water pipelines
- Water Purification Plant
- Water waste treatment plant

### Public transport

- Airports
- Bus terminals
- Rail
- Traffic monitoring

## Customers who benefit from Xtralis ADPRO Remote Video Monitoring solutions



Xtralis 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 Xtralis as a leading manufacturer of innovative system solutions for global industry application.

[www.xtralis.com](http://www.xtralis.com)

**The Americas** +1 781 740 2223 **Asia** +852 2916 9976 **Australia and New Zealand** +61 3 9936 7000  
**EMEA** +44 1442 242 330

The contents of this document are provided on an "as is" basis. No representation or warranty (either express or implied) is made as to the completeness, accuracy or reliability of the contents of this document. The manufacturer reserves the right to change designs or specifications without obligation and without further notice. Except as otherwise provided, all warranties, express or implied, including without limitation any implied warranties of merchantability and fitness for a particular purpose are expressly excluded.

This document includes registered and unregistered trademarks. All trademarks displayed are the trademarks of their respective owners. Your use of this document does not constitute or create a licence or any other right to use the name and/or trademark and/or label.

This document is subject to copyright owned by Xtralis AG ("Xtralis"). You agree not to copy, communicate to the public, adapt, distribute, transfer, sell, modify or publish any contents of this document without the express prior written consent of Xtralis.



**ADPRO®**