



Remote Video Monitoring

With the development of broadband data communications and network video capabilities the Security industry has a new tool - Remote Video Monitoring - that can contribute to a comprehensive Security solution or provide a cost-effective, stand-alone means of protecting your property and assets.

What is it?

The basic concept is that your CCTV system now includes movement sensors, a digital video recorder and is enabled to transmit video over networks (WAN/Internet). A Remote Video Response Centre (RVRC) - e.g. Alliance Security - completes the picture. They monitor the system using appropriate software, receive video alarm activations transmitted over the network and provide an appropriate response to those activations.

How does it work?

Remote Monitoring is a reactive service. While low-resolution residual CCTV images are constantly being sent from the system to the RVRC, the images themselves are not constantly viewed. They are viewed in response to alarm activation.

When a sensor on the CCTV system is triggered the system is able to transmit an alarm message and then video images to the server at the Remote Video Response Centre (RVRC). The software engine within the server will assign the alarm to an RVRC Operator who will then assess the information presented by the alarm activation and respond appropriately to the cause.

RVRC staff at Alliance are carefully trained to interpret events. This enables us to minimise the nuisance from false alarm activations and initiate the most appropriate response to genuine activations. We can liaise with the Police or other emergency services, our own mobile response services or other nominated keyholders to ensure that the integrity of your property and assets is maintained.

In addition to video images transmitted from the client's site the RVRC Operator is supplied by the video management tool with other relevant information to assist them in dealing with activations. These include maps/photographs or relevant images of site and information such as Keyholder details and local Police contact information. Our Operator also has the ability to add notes to the record of the activation and flesh out the audit trail held. (See Fig 1.)

What are the advantages?

Remote Video Monitoring has two key advantages:

- Cost-effectiveness

Remote Video monitoring has the potential for a site to save a significant amount of money on the cost of having a manned guard out of hours.

It also provides an affordable option for SMEs to have Security coverage at a level they have not been able to previously enjoy.

- It has the potential to prevent adverse activity before it happens.

If your premises or property are protected only by a burglar alarm or CCTV recorded on-site you only know something has happened after the event. While a monitored alarm may bring a Police or Keyholder response, it is most likely that your main response to being a victim of crime or any other sort of incident will be through your insurance company or the implementation of your business continuity plan.

With Remote Video Monitoring you have the capability to spot a potential break-in or other adverse activity before it has occurred or made an impact.

An RVRC Operator can challenge a suspected intruder on the property if the CCTV system is audio enabled. This allows you to verify whether they are there legitimately and to assist them if that is the case. If that is not the case the intruder will know that they have been spotted. They may then hold the perception that the building is manned which serves as a further deterrent but either way the intruder can be informed that evidence is being gathered and that a response is on its way to the property.

The potential after effects of a break-in such as disruption to business, economic losses you are unable to recover, and the effect on staff morale can therefore be minimised through use of this service.

Alliance Security operates its Remote Monitoring capability in accordance with BS 8418. We are an ISO 9001 company and an Investor in People.

Remote Video Monitoring continues overleaf.



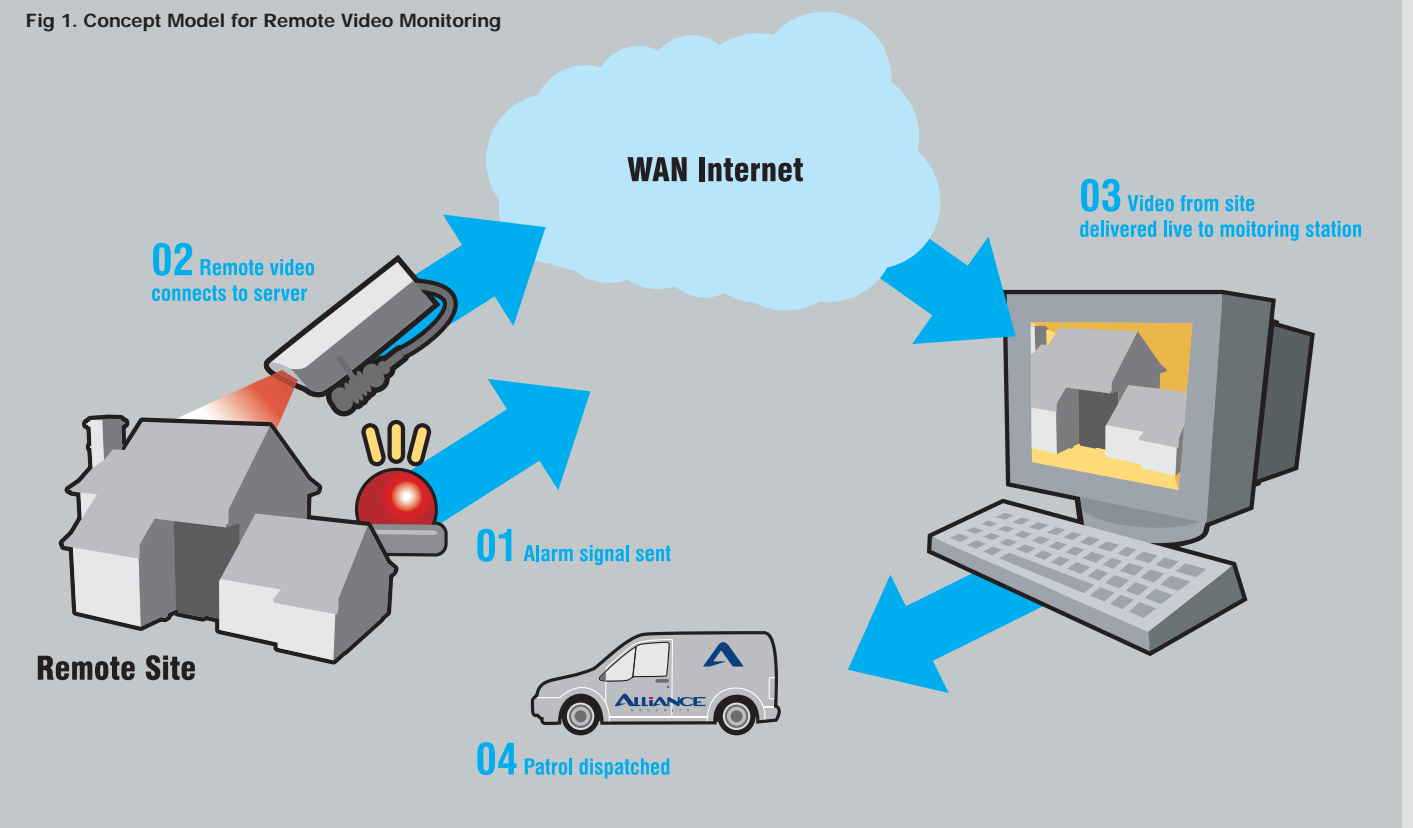
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Concept model for Remote Video Monitoring

- 01 CCTV system transmits alarm message to Remote Video Response Centre (RVRC)
- 02 CCTV system connects to server and can now transmit images from site
- 03 Images, including those from the time of the alarm activation, can be reviewed at the RVRC
- 04 An appropriate response can be made including despatch of mobile Security response

Fig 1. Concept Model for Remote Video Monitoring



For more information on our Remote Video Monitoring services please contact us on 01372 362213 or email us at monitoring@alliancesecurity.co.uk