



Driving Proactive Security

County Agency | Remote Guarding: Remote Patrols & Exit Management

A quasi-governmental agency serves in a real estate development and finance capacity, working to manage and operate county-wide facilities in a large East Coast city.

Challenge:

The agency was previously managing in-house security personnel but was seeking a security partner to reduce the burden on its internal resources. It also sought to update technology for a more efficient solution at metro park-and-ride stations.

Solution:

As an initial application, the local Securitas Business Development Manager reviewed the client's needs utilizing a Securitas Risk Assessment for seven park-and-ride locations, while a Securitas Solutions Engineer evaluated technology needs and the existing infrastructure. Securitas designed a system to facilitate Remote Guarding services which automates the sites' protective services requirements. This includes:

- An upgraded IP video surveillance system of the parking lots and key areas at each site
- High definition cameras with 360-degree views which replaced outdated PTZ (pan, tilt, zoom) cameras, providing constant coverage and recorded video of each location
- Remote Guarding officers who perform multiple daily patrols on all cameras, looking for unusual or suspicious activity
- Intercom speakers that allow for remote communication with individuals on site, providing an additional deterrent to break-ins, as trespassers are alerted to the presence of security
 - This effectively resolves most issues without involving law enforcement
 - Remote Guarding officers can also use the speakers to make instructional announcements, if needed
- Video intercom stations at gate exits which allow Remote Guarding officers to assist patrons having difficulty exiting or in the event of an emergency.

Result:

The client is so pleased with this solution that it plans to utilize more Securitas services in the future. Client benefits include:

- A shift to proactive security through Remote Guarding and electronic security upgrades
- Immediate response to suspicious activity by Remote Guarding officers, reducing the escalations to local law enforcement
- Ability to amortize the cost of equipment and avoid a large capital expenditure