

# Retail Mall Rings Up Success with Integrated Guarding



## Retail Mall | Integrated Guarding

*A premier shopping mall in the heart of Washington, DC with both inward and outward facing retail frontage was in need of additional security services.*

### Challenge:

The client sought to retain most of the existing camera system, replacing only those cameras that were outdated or had significant issues, while also expanding the system to increase coverage. Due to the size of the site, it was difficult for On-site Guarding officers to monitor the entire area.

### Solution:

Taking into account the site's needs and client concerns, the local Securitas Branch Manager engaged a Securitas Solutions Engineer to develop a program that would incorporate both the new cameras and existing IP into one system by upgrading the existing analog cameras to IP network cameras. The full solution features:

- Four Remote Patrols performed during the overnight hours to provide additional visibility.
- Upgraded cameras combined with existing IP cameras which now accommodate sixty days of video storage, thereby doubling the storage capacity.
- On-site Guarding officers who attend to administrative, asset protection, and access control needs as well as perform regular patrols of the site, acting as a visual deterrent.
- Coordination between Remote and On-site Guarding officers that allows for a quick, immediate response to on-site issues requiring a physical presence.
- Emergency call stations located in the parking deck and elevator lobbies to alert officers.

### Result:

On several occasions, Remote Guarding officers have notified the On-site Guarding officers of suspicious activity that required additional attention. This has created notable efficiencies and made the On-site Guarding officers more effective by expanding site visibility through Remote Guarding.

Without having to sacrifice the quality of the client's security, Securitas was able to expand the video surveillance system and utilize the technology as a tool to maximize the value of the client's overall security plan.