



Remote Guarding Stops Trespassers

Remote Guarding

A high-end residential beach-front condominium community with private, gated access was in need of a new security strategy to handle trespassers.

Challenge:

The community experiences issues regularly during spring break season with non-residents jumping the fence and using the pool and spa after-hours, disturbing the upscale atmosphere, damaging property and creating liability issues. Looking to actively deter these events without the necessity of a 24/7 physical presence and providing sound documentation of events for liability purposes, a solution was designed that bridged three of Securitas' Six Pillars of Protective Services.

Solution:

To identify the main requirements and any other needs, the local Branch Manager performed a detailed Securitas Risk Assessment. Engaging his local Solutions Engineer, a small three-camera system was designed, complete with two-way audio. As there was real determination of when the events may occur, Securitas proposed arming the site after-hours to generate an analytic alarm to which Remote Guarding officers at the Securitas Operation Center in Charlotte, NC would respond.

The Remote Guarding officers then review the video footage that generated the analytic alert to determine if the activity is within normal parameters – such as a resident passing through the area – or clearly not allowed – such as drinking and swimming after-hours. Depending on their assessment, the real-time video footage and the scripted Standard Order Procedures, they will make a talk-down announcement and escalate to the appropriate party.

Result:

On multiple occasions, Remote Guarding Officers have escalated situations to the local police department, who were able to escort the trespassers off the site prior to any destruction of property or harm to any individuals.

In addition to providing the client's personnel and residents with a solution for after-hours trespassers, they now have a system that addresses their liability issues, providing recorded video of any movement taking place in the pool and surrounding area. The local Securitas Branch Manager was able to redeploy the On-site Guarding officer at another affiliated location, creating efficiencies and minimizing costs while enhancing the client's security results.

Providing a customized solution tailored to address the client's specific issues and concerns minimized the initial investment necessary to deploy a video surveillance system, while allowing for considerable future expansion should the site require additional video coverage.