



The Right Security Platform
at the Right Time

*Integrating surveillance,
business intelligence, and
store management into one
unified platform.*

KEY FEATURES

- SecurOS Enterprise
- Video Analytics
- Face Recognition
- Distributed Architecture
- Centralized Monitoring
- Central Command and Control
- Integration of HVAC, Building Management and Access Control

BACKGROUND

Homecenter is the largest retailer in Colombia for construction, hardware and home improvement, with stores all over the country. Homecenter has become a reliable and economical source for all kinds of home repair and renovation supplies all over Colombia, and has multiple stores in every major metropolitan center in Colombia. Homecenter is listed as being among the top fifty businesses in Colombia. It has a growth rate of over twenty-four percent a year.

CHALLENGES

Shrinkage of various types, including both consumer oriented, as well as those involving employees, were of major concern. These issues needed to be alleviated at multiple points along the supply chain, from warehousing to the store, to consumer areas, as well as at checkout. As important to the retailer was Business Intelligence – the ability to monitor in real time when and where the traffic is at its highest so they can know manage their business macroscopically. From knowing and sharing traffic detail at key locations and endcaps with Merchandising personnel to coordinating with in-store Security to manage how much security and line staff is needed on particular shifts. Video surveillance was key.

In addition, as one of the most progressive retailers in the industry, Homecenter wanted to manage a significant degree of its facility management systems through a unified platform. It was important that the surveillance solution be able to integrate with other systems such as burglary and fire alarms, as well as environmental notification units that can send an alert if a particular area of the store is too cold or hot, has a gas or chemical leak, etc.

With over thirty-five stores around the country, Homecenter had many different video surveillance systems in place. In some cases, each store was using various kinds of cameras, different brands as well as both IP and analog cameras. They wanted to be able to put the cameras on a Video



Management System (VMS) so they could better manage security in every store. With so many different cameras and so many different stores, it was a challenge which vendor to choose, because they required a true open platform that could accommodate all their needs. They also required Facial Recognition and People Counting solutions.



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Danilo Copete,
Director of Security and Safety
Homecenter



WHY ISS

Working through the integrator, Redes y Proyectos de Energia, they found their solution with Intelligent Security Systems (ISS), which has become known throughout Latin America and the rest of the world for its true open platform solutions. Based on previous success in similar situations, they made the decision to use SecurOS VMS and Analytic solutions from ISS.

THE SOLUTION

This involved 35 stores and each one had between 60 to 80 video surveillance cameras. The primary system is SecurOS VMS for most stores, but in others SecurOS Facial Recognition is also being used. These are standalone systems with remote monitoring capabilities using Web View. This has involved 70 SecurOS video servers, and over 3000 thousand cameras, including those that incorporate Facial Recognition, Synchronized Audio, Building Automation, Fire and Security Management, and Distributed Management.

THE RESULTS

"We have been very impressed with the overall solution as we now have much more control over our video surveillance systems from store to store," said Danilo Copete, Director of Security and Safety for Homecenter. "The ISS platform was every bit as good as promised, with the ability to see what is going on in any given area of a store at any time, including the ability of control operators to view if someone is at risk of performing a dangerous activity." He added, "It was a pleasure working with all involved: Redes y Proyectos and ISS. We are looking to have a centralized system in the future, for which we would also use ISS, but already this system is a great improvement over what we had. This bird's eye view of security and its ability to integrate with all our other systems also translates into more efficient use of security staff in each location."



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