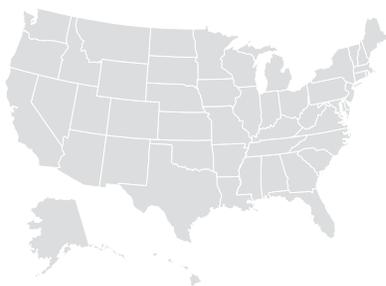


**The Challenge**

Create a unified network solution with a central viewing and management station where video from each nation-wide site could be viewed and managed.

**The Solution**

Utilize Reflection by DIGIOP, Inc. to provide a Windows-based solution with a full range of capabilities..

**Customer Name:**

Communication Services of North Texas

**Vertical Market:**

Retail Security

**Location:**

Nationwide

**Date:**

August 2011

**Products:**

SC Black Hybrid DVR and SC Black IP & Analog Cameras

## Enhancing and Streamlining Parking Lot Security with a Global Solution

**Situation**

Communication Services of North Texas (CSNT) is a low-voltage solutions provider specializing in video surveillance systems, business telephone systems, burglar alarm systems, access control systems and data cabling systems. CSNT partners with leading manufacturers such as Toshiba for phone systems, Honeywell for alarm systems and Supercircuits for video systems.

CSNT's client operates 22 airport parking lots located around the country. Each lot is equipped with a video surveillance system, with cameras installed primarily in strategic traffic choke points such as exits to deter theft and capture video evidence if theft does occur. The client requires high-resolution imagery capable of capturing license plate numbers, driver features and vehicle conditions.

**Challenge**

The various video surveillance systems in place at each parking lot had grown into a loose mix of cameras, DVRs and software that created separate islands of technology without a strong center. The separate Linux-based systems made training new personnel inefficient and made finding video records of damage to a car, car theft or other events time-intensive and costly.

In addition to upgrading video management systems at each parking lot, CSNT's client wanted to create a networked solution with a central viewing and management station in Chicago where video from each site could be viewed and managed.

The client's main objectives:

- Create a unified, cohesive system to integrate existing analog video feeds as well as new digital feeds into a single video management system that uses one software program to view, record and manage video feeds
- Develop a physical command center for surveillance of video from all parking lot locations
- Provide a system that is easy to learn and use. In particular, the client wanted to make it easy for security personnel to search, find and distribute segments of video footage without having to engage in the time-intensive "fast-forward" method.
- Develop a scalable system that quickly enabled the plug-and-play addition of monitoring cameras as needed
- Upgrade to high-resolution cameras capable of capturing detailed images

*Continued on page 2* →

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# Enhancing and Streamlining Parking Lot Security with a Global Solution

Spence Redwine, CSNT's president, summarized, "Our client had key needs centered on compatibility, ease-of-use and easy expansion. Together with Supercircuits, we provided a solution that met every requirement."

## Solution

CSNT chose the SC Black hybrid digital video recorder to fit client needs. This recorder features advanced dual-core micro-processors for abundant processing power, and thumbnail image capability, which makes viewing and searching video footage highly efficient. The hybrid recorder gave CSNT's client the flexibility to integrate their existing analog cameras and new digital cameras (BLK-SW101, BLK-IPD102) seamlessly—satisfying the need for a unified network.

The SC Black hDVR is a complete hardware/software solution that includes Reflection video management software by DIGIOP, Inc. The Reflection software provided a Windows-based solution with a full range of capabilities. Important to the client, users were able to:

- View video of all sites in the central office on one monitor
- Search for and find video footage quickly using graphical search features enhanced with thumbnail video views
- Quickly export selected footage or stills to common file formats

Redwine highlighted some of the benefits, "The client's managers were sold on the system's ease of use. They saw day-to-day benefits in being able to find and export slices of video in a couple of clicks versus scanning video for hours."

In deciding on a solution, the client also weighed equipment price and vendor support. The Supercircuits solution enabled CSNT to provide a winning price as well as responsive technical support. The support point was illustrated when Supercircuits provided a next-day fix for an equipment glitch that occurred during a test at a Colorado parking lot installation.

Redwine commented, "The Supercircuits team went above and beyond in correcting the technically small, but potentially time-wasting problem."

## Results

The company's new video surveillance system has created a

compatible, upgradable network to which cameras, DVRs and software can be added in modular fashion. This allows the client to add cameras to a site as needed. Also the client can expand its business to new airport locations because their business is connected by one network without compatibility issues.

The SC Black DVR/Reflection software package consolidates field video and management features into dashboard-type controls that are enhancing productivity and efficiency in a number of ways:

- Video feeds from the 22 parking lot sites can now be viewed as thumbnails in one window at the Chicago command center enabling surveillance personnel to scan video of all parking lots at a glance.
- Staff members can jump right to a desired section of recorded video by clicking on a point in the software's graphic timeline or by using its calendar feature.
- Employees can now easily select and distribute specific footage via email or upload, or store it on external media.
- Personnel training time and costs are reduced because of the simplicity of the system software.

Redwine concluded, "This solution was about creating one surveillance system that could be used at the site level and at the headquarters level, giving the client a global and easily searchable view of his operations. This system puts accurate, easy-to-find-and-distribute video at your fingertips—I believe this is the key to improved security."

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**-Spence Redwine, Communication Services of North Texas**

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