



Case Study - A Gas station and convenience store franchise owner wanted an enhanced security system to provide instant video awareness for employee safety and minimizing inventory loss.

Adding the CHekT Visual Alarm Monitoring solution to the existing alarm system and installing a new camera system gave the store owner confidence that when a critical incident occurred, a remote security monitoring center would have instant video awareness into his stores.

INTRODUCTION

When the owner contacted his existing alarm company and expressed his concerns and needs, the salesperson knew immediately that the gas station convenience stores needed the CHekT Visual Alarm Monitoring solutions. The salesperson communicated to the franchise owner that when an alarm occurs at his stores, the alarm monitoring center has immediate access to see what is happening in his store. The business owner said, "That is exactly what I want."

JOB SITE

The alarm company worked with the store owner to design security that could be replicated across each of his stores. They used the existing alarm system and added a new video surveillance system. Because employee safety was the immediate need, the alarm company installed cameras over each of the registers and installed panic buttons at each register. Then cameras were installed to view each of the store entry points and outside viewing the main entrances and parking. With the cameras strategically located, they were each connected to the alarm panel zones as well. This design ensured that the monitoring center operators would immediately see when a panic button was pressed or when an intrusion alarm occurred at night. In addition, the alarm company installed a red light and sign at the cash registers. The lights are illuminated any time the location is under live video monitoring surveillance.

SOLUTION



Allowing operators access to live video to see the cause of an alarm avoids false alarm dispatches, and most importantly, gives customer's a high-priority response from police on a crime in progress.

Existing Equipment

- NX8v2 Alarm Panel
- 8 Interior Zones

Added Equipment

- 2 CKB304 OPTEX Bridge
- 10 IP Cameras
- 16 Channel NVR Recorder
- 3 Panic Buttons
- 2 Red LED Lights

THE PROBLEM

A convenience store franchise owner needed an enhanced security system installed at his stores to provide him and his employees with peace of mind and a rapid response during a critical incident. As he considered the security solution, his concerns were not about losing a few hundred dollars of inventory but the safety of his employees. From experience, he knew that a traditional security alarm panel didn't give him what he needed.

RESULT / CONCLUSION

With installations completed, the store owner conducted a complete walk test with the alarm company from the monitoring center. The owner was so impressed and grateful with the speed of access and accuracy of the detail available to monitoring center agents. With the activation of any panic button, the central station had pre-alarm video and live video access in under 3 seconds. This level of video alarm monitoring ensures an accurate response to an emergency and a priory police response.

After a couple of years, the business owner is extremely happy with the level of service from the CHekT video alarm monitoring solution. The location has not had any duress or panic incidents. However, one intrusion incident occurred where the operators saw a customer enter the convenience store, use the bathroom, and then leave. It was determined later that day that the closing employee failed to lock the front door. Even in this condition, the store's security was maintained, and the police were not dispatched.