

Video Surveillance With Your Croissant?



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Minor losses Add Up

Angel Bakeries, Israel’s oldest and largest bakery establishment, operates four wholesale bakeries and thirty-two retail stores throughout the country. It also serves as a major supplier to the food services industry in Israel, Europe and the United States. In today’s tough economic climate, loss prevention is an increasingly high priority for Angel Bakeries. Studies have shown that losses incurred by employee theft, shop-lifting, and administrative and vendor errors can be substantial, and this explains why managers of loss prevention departments around the world are in routine search of the most cost effective technologies to help them protect profits.

No more Wasted Pastries

In an effort to reduce losses and increase the overall efficiency of its operations, the chain decided to install SerVision’s remote monitoring solutions at each of its sites. The purpose was to help monitor workers, verify delivery schedules and to assist in the resolution of invoicing disputes. To achieve their aims, Angel deployed SerVision’s sixteen-channel video gateway (SVG400-16) at each bakery and its four-channel video gateway (HVG 400) at each retail store. Both IP-based DVRs offer centralized remote monitoring capabilities from PCs and a range of mobile devices,

and a full set of advanced features to help managers detect and document unauthorized activities. SerVision’s solutions were selected because of their ability to stream high quality video at very low data transfer rates. According to Eli Gabi, CEO of IQ Security, the installer/integrator for this project, competing 16 channel DVRs required 5Mb symmetrical Internet connections while SerVision’s solutions required a 1.5Mb DSL line. Gabi quantifies the difference, “SerVision’s DVRs were highly cost-effective – they allowed Angel Bakeries to save thousands of dollars per month on the networking fees that would otherwise have been required had they selected a different product.”

At each bakery, managers are able to remotely connect to the site and monitor in real time what’s happening on the production line. This monitoring helps to ensure that workers arrive on time and that their duties are performed in the most efficient manner possible. Deliveries made by food ingredient suppliers can also be remotely viewed so that managers can be assured that orders arrive on time and in full. Recorded events can be easily retrieved if and when disputes arise. Moshe Peretz, Head of Security for Angel Bakeries, said that the DVRs are extremely helpful to managers because they eliminate the need to be physically on-site in order

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to know what's going on. "Angel Personnel can be notified by SMS or email whenever a sensor or motion-triggered event occurs, and the incident can then be monitored in real-time from a smart phone or PC, even while the manager is away from his or her office.

The DVRs installed at Angel retail stores are used, among other things, for human resource management, to deter shop-lifting by visitors, and to prevent theft by employees. Cameras installed above each cash register are integrated with Angel's Point-of-Sale system, allowing for easy remote monitoring of sales transactions. Away from the production line, one of the more important applications for which the recorders are being used is to prevent theft by workers who are responsible for loading goods onto the company's fleet of delivery trucks. A weigh station at the delivery point is able to calculate the weight of the truck before and after the goods have been loaded onto it. Knowing the exact weight of each pickup provides Angel with an additional method of documenting the value of outgoing deliveries. Since this data is embedded in the recorded video, managers of the bakery are

able to use the recordings to clarify billing disputes or investigate administrative errors.

Results

After successfully installing CCTV systems at their stores and bakeries, Angel is now expanding its remote monitoring capabilities to the company's fleet of freight vehicles. Recently, the company began a pilot with SerVision's professional mobile DVR, the MVG 400. "We like the idea of installing DVRs in our vehicles because it enables us to have full live tracking of our fleet in the most efficient manner possible," said Mendy Sirkovich, VP of Operations for Angel Bakeries. "We know when drivers are behind schedule, we know if they deviate from their scheduled route, and we're able to identify and deal with any attempt at theft while the goods are in transit." The range of solutions being used by Angel enables them to have maximum real-time oversight of the manufacturing, delivery and sales chain in Israel. According to Sirkovich, the systems have enabled Angel to optimize their operations considerably, and they are seen as an extremely valuable tool in the company's arsenal for loss prevention.

HVG400

Secure your home or office with SerVision's high-performance HVG security systems. Specially designed for small businesses and residential sites, the HVG can transmit and record video from up to four cameras simultaneously. Live and recorded video can be viewed on-site via a closed-circuit TV screen or off-site via PC, PDA, or cellular phone. SerVision's innovative video compression technologies deliver high-quality video over narrow-bandwidth connections so even cellular phones can receive clear, smooth video from an HVG.

Sensors can help keep you posted about what's happening on-site when you are not there. Video motion detection (VMD) sensors are built into the unit, so intruders can be detected immediately. In addition, external sensors – smoke detectors, light sensors, window or door sensors, etc. – can be connected to each HVG unit. The unit can notify you via e-mail or SMS when any of the sensors is activated. Sensors can also turn on video recording, aim cameras at locations of interest, and activate alarms and other devices.

The HVG features two-way live audio transmission that lets people off-site speak to those on-site in real-time. Its built-in hard drive can store weeks' worth of video so you can view events long after they take place. Low power consumption and a small footprint enhance the appeal of this reliable and versatile security machine.

