

A large entertainment complex, including an expansive mall, movie theatre and several restaurants and bars, has been built in a section of a city that has a high crime rate. The complex includes multiple, expansive parking lots for its patrons. In an effort to ensure the safety of its customers, management would like to add analog emergency phone boxes on the existing light poles for their customers, along with video surveillance. The challenge for the complex is finding a simplified solution that integrates the ability to identify the analog phone being used to report the emergency, and viewing images from the nearest video camera with the particular phone in its view angle.

Solving this challenge will benefit the complex in the following ways:

- ◆ Ensuring parking lot safety will increase the comfort level of patrons, resulting in higher numbers of people at the complex and greater sales for all venues.
- ◆ Security will be able to respond quickly to all parking lot emergencies, which provides positive public relations for the complex.
- ◆ Insurance rates for the complex and its business tenants may be lower due to their increased security measures.
- ◆ The increased safety measures will act as deterrent for criminals, keeping them away from the complex.
- ◆ A lower crime rate within the complex will aid in the city's efforts to clean up and revitalize that area of the city, resulting in possible tax breaks for the complex.



THE SOLUTION

The focus of this solution is provide a web-based video surveillance application for easy access to outside campus locations.

- ◆ A customer opens an analog phone box, and lifts the handset, automatically connecting it to the complex's safety and security dispatch office.
- ◆ The dispatch agent receives notification of which analog phone has been opened and/or taken off-hook.
- ◆ An option is provided to the dispatch agent's IP phone to view the still image from the camera with the analog phone in its view angle.
- ◆ Upon identifying the location of the emergency and nearest camera, the dispatch agent can access a web-based video surveillance application that allows easy access to all its cameras for immediate, real-time video of the surrounding area.
- ◆ Upon assessing the emergency, the dispatch agent has several options available to dispatch the correct personnel to the location:
 - ◆ From an easy three-step, web-based interface, broadcast the information over two-way radio or as text-to-mobile devices to patrol officers.
 - ◆ From an IP phone, initiate on-demand conference calling, reaching out to those responsible for safety in the parking lots.
 - ◆ From an administrative, web-based interface or from any phone, initiate a dial out to the proper personnel allowing them to acknowledge receipt of the alert.