

Case Study

Springfield Water Commission

The Springfield Water and Sewer Commission (SWSC) serves the City of Springfield, and the communities of Ludlow, Agawam, Longmeadow, and East Longmeadow in Massachusetts. Post-9/11, the SWSC sought a more effective means to ensure protection of the water supply for the more than 250,000 people in these communities. While there has been a much sharper focus on better protecting water supplies, at the same time, advances in security technology offer organizations cost-effective choices to take advantage of leveraging their networks, better camera images, and integration potential.



The Solution

The DVTel intelligent Security Operations Center (iSOC) platform, with the Network Video Management System (NVMS) at its core, was selected as the primary command and control management software. The DVTel iSOC is an open systems, open architecture platform that enables maximum integration and system flexibility, along with superior performance. The Commission's remote site required a number of technologies to connect the cameras to the system and the network—wireless, LAN, high-speed copper, and fiber were all employed.

The system employs various motion and other sensory alarms, as well as audio on a number of the cameras so operators can speak directly to trespassers. The iSOC integration with the intercom function is especially helpful so that security personnel can “interact” real time with any intruders and give warnings or simply make contact to let the intruder know they are under surveillance. This flexibility in installation and the integration potential are hallmarks of the iSOC platform.

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The Challenge

The SWCS faced some fairly major challenges. The reservoir site is remote, about eight miles from the command and monitoring station. The Commission was deploying several different camera models and not all cameras could be connected to the network using the same connectivity technology. SWCS management wanted all cameras on the network and all data sent back to the remote monitoring station for real-time monitoring. Similar to nearly all installations, the Commission also wanted the flexibility to expand and integrate into the system as needs arose and budget allowed.

The Highlights

The iSOC provided the SWSC with a number of unique benefits that directly addressed their demands:

- Real flexibility in installation, connecting several types of cameras with encoder technology and utilizing a number of different connection technologies, including wireless, to bring all cameras onto the network.
- Real-time, remote monitoring and real-time audio response with integrated intercom function, so no personnel are needed on-site.
- Self-contained system requiring no personnel on-site has resulted in substantial saving to Commission in not needed to hire contract security personnel to patrol reservoir.
- Wireless control of some cameras and audio also enables remote control of reservoir gates for maintenance access—improving staff productivity.
- Operators work at a fairly basic level and various integrated alarms pop video to demand attention, making it very simple for the operator to know what to respond to and enabling audio intervention with the intruder.
- The iSOC scales easily to accommodate future expansion of camera number and intercom capabilities.
- The new iSOC V5 now has seamless “unification” with advanced, IP-based access control to enable future expansion and greater control of access security.

