

Industrial

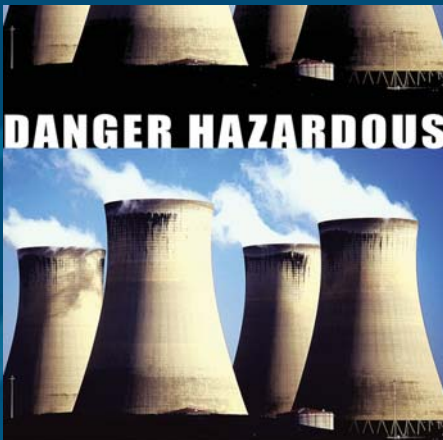
Intercontinental Terminals

Intercontinental Terminals (ITC), one of the largest independent terminal companies on the US Gulf Coast, comprises 265 acres strategically situated on the Houston Ship Channel. ITC handles chemicals, petrochemicals, and liquefied gasses. More than 16,000 tank trucks and 10,000 rail cars pass through the facility each year. ITC services barges and deepwater tankers, and the terminal's extensive pipeline system connects to a 7 million barrel capacity tank farm.



The Challenge

The US government estimates that there are over 15,000 chemical facilities nationwide, including more than 100 in heavily populated areas. Such plants can store enough deadly chemicals to kill or injure hundreds of thousands of people. Chemical plants are often in the forefront of any discussion involving the Department of Homeland Security and the pressing need to implement upgraded security solutions at such critical sites. The US Senate even went so far as to draft legislation that would have shut chemical plants down if they failed to submit security plans. Against this backdrop of possible congressional action and the ever-present threat of terrorism, Intercontinental Terminals initiated a security upgrade program, financed in part by Transportation Security Administration grants, to better protect their facilities and their customer's assets.



The Solution

Intercontinental Terminals installed the DVTel intelligent Security Operations Center (iSOC™) as the platform for upgrading security at this busy chemical terminal installation. The new system comprises about 60 fixed, PTZ, and infrared cameras monitoring the plant's perimeter and multiple strategic locations. All cameras for the network video management system are connected to the fiber optic network, which greatly reduced installation time and cost. Joe Fallon, ITC Security Engineer, remarked, "If I had to cable this entire terminal with traditional coax, I can't even estimate the material and labor costs we would have incurred."

Video is monitored 24/7 and recorded at all times at 1 CIF and 2 frames per second. All cameras are integrated into an alarm management system that pops video to ensure more effective response. On alarm, video jumps to 30 fps at 4 CIF. Under these conditions, 23 days of video can be stored on the hard drive for ready access and review. Video is viewed from multiple locations anywhere on the network, as well as remotely.



The Highlights

Installation of the iSOC proved to be as smooth as advertised. Fallon again, "I've been involved with the installation of traditional systems and they were often a mess—DVRs, matrix switches, and coax all over the place. With DVTEL, we now have an excellent, well-integrated base that can be expanded as budget is available. It couldn't have been easier."

Enhanced monitoring and event investigation capabilities have proven very effective—video quality and system ease of use have been instrumental in improving staff response and creating a much greater sense of security at the facility.

ITC has been impressed with the iSOC's functionality; in addition, the system's integration capabilities far outmatched the competition. Fallon has been impressed, "If we had to monitor all the cameras all the time that would require four people full-time. By integrating alarm management, we need only one person to monitor the cameras. ITC achieved 100% return on investment on the alarm management part of the system in less than a month."

The upgraded security system has caught numerous security breaches on video, enabling security staff to respond quickly and to be better prepared for similar incidents in the future.

Capturing security incidents and making incident investigation more effective has not only improved security but also increased employee accountability and response. When a train ran through a gate, the driver explained one view of the events, but the video showed exactly what happened. ITC was then able to institute better management practices and demonstrate that employees will be held accountable.

ITC plans to further exploit the DVTEL iSOC's ease of integration by adding intelligent video to further refine alarms and focus staff even more effectively on the most significant threats. Additional integration with access control and facility maps is also planned.



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