

Security Solutions Today

May / June 2014

RETAIL & HOSPITALITY

Cover Focus

Making The Difference For Retail – Professional Network Video Solutions

Security Feature

Hotel Fire Safety & more...

In Focus

**An Interview With Oh Tee Lee, Regional Director,
South Asia Pacific Region, Axis Communications**

Show Review

Intersec 2014



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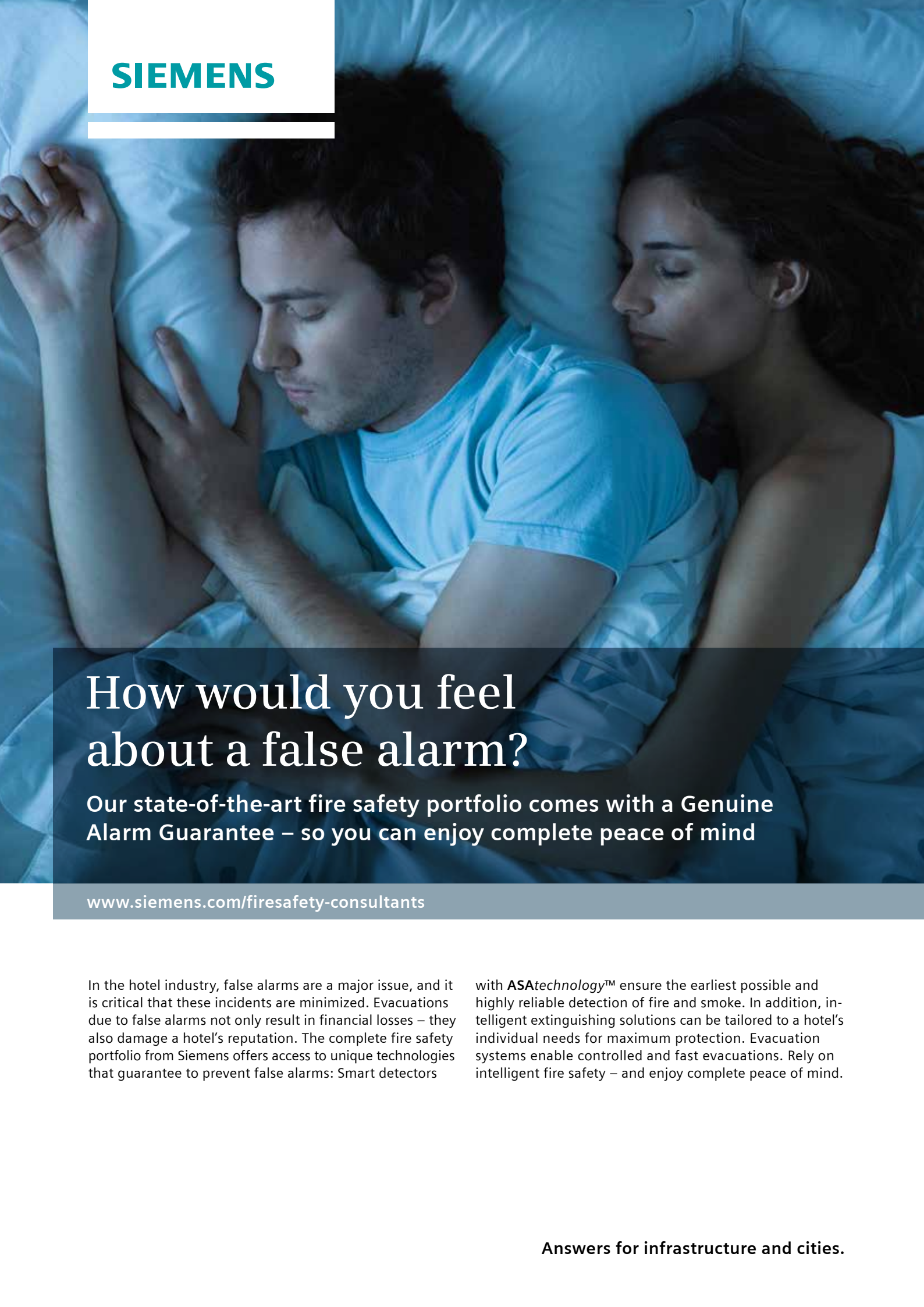
DAHUA TECHNOLOGY CO., LTD.

No.1199 Bin'an Road, Binjiang District, Hangzhou, China. 310053

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CONTENTS

May - June 2014



19



24



33



38



87

CALENDAR OF EVENTS	6
EDITOR'S NOTE	8

IN THE NEWS

Around The World	10
Eye On Asia	14

COVER FOCUS

Making The Difference For Retail	18
----------------------------------	----

SPECIAL FEATURE

Dahua Technology: Total Solution Provider	24
---	----

CASE STUDIES

Retail & Hospitality	36
General	64

SECURITY FEATURE

Hotel Fire Safety	28
The Hardest Job In Security? Keeping A Multi-Site Retailer Secure	60
OptimizedIR In Axis's Cameras	78

IN FOCUS	84
----------	----

PRODUCT SPOTLIGHT	87
-------------------	----

PRODUCTS	95
----------	----



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Publisher

Steven Ooi (steven.ooi@tradelinkmedia.com.sg)

Editor

Sharon Kaur (sst@tradelinkmedia.com.sg)

Group Marketing Manager

Eric Ooi (eric.ooi@tradelinkmedia.com.sg)

Marketing Manager

Felix Ooi (felix.ooi@tradelinkmedia.com.sg)

Marketing Executive

Griselda Wong (griselda.wong@tradelinkmedia.com.sg)

Head Of Graphic Dept/ Advertisement Co-ordinator

Fawzeeah Yamin (fawzeeah@tradelinkmedia.com.sg)

Graphic Designer

Siti Nur Aishah (siti@tradelinkmedia.com.sg)

Circulation

Yvonne Ooi (yvonne.ooi@tradelinkmedia.com.sg)



Designed by Fawzeeah Yamin

Printed in Singapore by KHL Printing Co Pte Ltd.

Security Solutions Today

is published bi-monthly by
Trade Link Media Pte Ltd
(RCB Registration No: 199204277K)
101 Lorong 23, Geylang,
#06-04, Prosper House, Singapore 388399.
Tel: 65-68422580
Fax: 65-68422581
ISSN 2345-7104 (Print)

The magazine is available free-of-charge to applicants in the security industry who meet the publication's terms of control. For applicants who do not qualify for free subscription, copies will be made available, subject to the acceptance by the publisher, of a subscription fee which varies according to the country of residence of the potential subscriber in the manner shown on the right.

The editor reserves the right to omit, amend or alter any press release submitted for publication. The publisher and the editor are unable to accept any liability for errors or omissions that may occur, although every effort had been taken to ensure that the contents are correct at the time of going to press.

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ANNUAL SUBSCRIPTION:

Surface Mail:

Singapore - S\$40 (Reg No: M2-0108708-2
Incl. 7% GST)

Airmail:

Malaysia/Brunei - S\$80
Asia - S\$120
Japan, Australia,
New Zealand - S\$150
America/Europe - S\$150
Middle East - S\$150

ADVERTISING SALES OFFICES

Head Office: Trade Link Media Pte Ltd.

(RCB Reg. No: 199204277K)

101 Lorong 23, Geylang, #06-04, Prosper House, Singapore 388399.

Tel: 65-68422580; Fax: 65-68421523, 68468843, 68422581.

Email (Mktg): info@tradelinkmedia.com.sg

India:

Mr. Avneet Singh
Mark Excellence Business
Management
C317 / 8 Inlaks Nagar, C.H.S.
15 Yari Road
Versova, Andheri (West)
Mumbai
India
Tel: +91-22 325 81 747
Fax: +91-22 263 96 204
avneet@markexcellence.com

Japan:

T Asoshina/Shizuka Kondo
Echo Japan Corporation
Grande Maison, Rm 303,
2-2, Kudan-Kita, 1-chome,
Chiyoda-ku, Tokyo 102,
Japan
Tel: 81-3-32635065
Fax: 81-3-32342064

Italy/Switzerland:

Arch. Aldo Cacchioli
Publistein di
Galli-Cacchioli & Co.,
Via Borghese 11
CH-6600 Locarno
Switzerland
Tel: 41-91-7516910
Fax: 41-91-7517109
info@publistein.com

Korea:

MCI
Rm. 103-1011,
Brown Stone, 1330,
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 Venue: Nangang Exhibition Centre, Taipei Taiwan
 Contact: Echo Lin
 Organiser: Messe Frankfurt New Era Business Media Ltd.
 Tel: +886 2 2659 9080 ext. 761
 Email: Echo.lin@newera.messefrankfurt.com
 Website: <http://www.secutech.com>

Cards & Payments Asia 2014

Date: 23 – 24 April 2014
 Venue: Suntec Singapore International Convention & Exhibition Centre Singapore
 Contact: Yee Lim Tan
 Organiser: Terrapinn Holdings Ltd.
 Tel: +65 6322 2701
 Email: yeelim.tan@terrapinn.com
 Website: www.terrapinn.com

Asian Securitex 2014

Date: 7 – 9 May 2014
 Venue: Hong Kong Convention & Exhibition Centre Hall 1
 Contact: Karina Yu
 Organiser: Hong Kong Exhibition Services Ltd.
 Tel: +852 2804 1500
 Email: exhibit@hkesallworld.com
 Website: <http://www.asiansecuritex.com>

Secutech Vietnam 2014

Date: 20 - 22 August 2014
 Venue: Bangkok International Trade and Exhibition Centre
 Contact: Sandra Chen
 Organiser: Messe Frankfurt New Era Business Media Ltd.
 Tel: +886 2 2659 9080 ext. 761
 Email: Sandra.chen@newera.messefrankfurt.com
 Website: <http://www.secutechvietnam.com>

Safety & Security Asia 2014

Date: 27 – 29 August 2014
 Venue: Marina Bay Sands, Singapore
 Contact: Chloe Tan
 Organiser: Conference & Exhibition Management Services Pte Ltd (CEMS)
 Tel: +65 6278 8666
 Email: chloe@cems.com.sg
 Website: <http://www.safetysecurityasia.com.sg>

IFSEC Southeast Asia 2014

Date: 11 - 13 September 2014
 Venue: Kuala Lumpur Convention Centre
 Contact: TJ Tan
 Organiser: UBM plc
 Tel: +6-03-2176 8788
 Email: tj.tan@ubm.com
 Website: <http://www.ifsecsea.com>

Security China 2014

Date: 28 - 31 October 2014
 Venue: China International Exhibition Centre (New Centre)
 Contact: Tony Lee
 Organiser: China Security and Protection Industry Association
 Tel: +86-10-51920615
 Email: bizcspia@yahoo.com.cn
 Website: <http://www.securitychina.com.cn>

Secutech ASEAN 2014

Date: 26 - 28 November 2014
 Venue: Bangkok International Trade and Exhibition Centre
 Contact: Tina Chang
 Organiser: Messe Frankfurt New Era Business Media Ltd.
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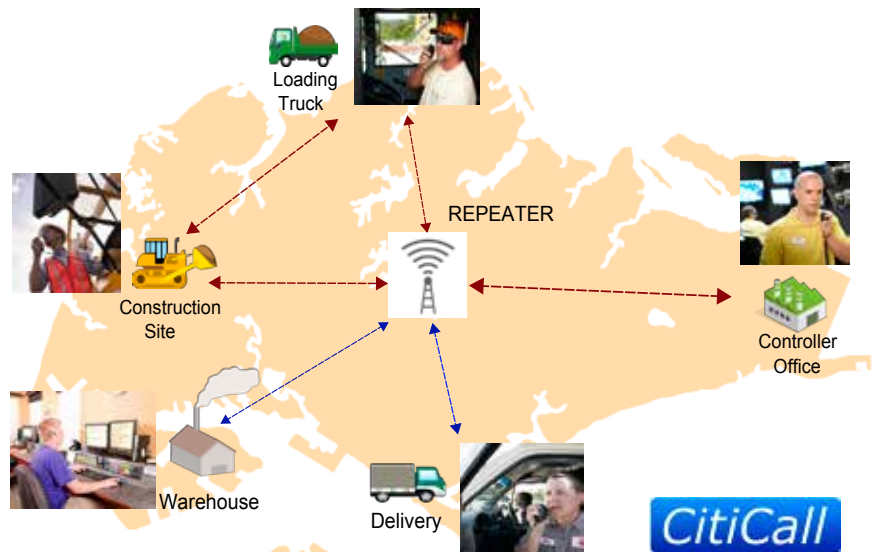
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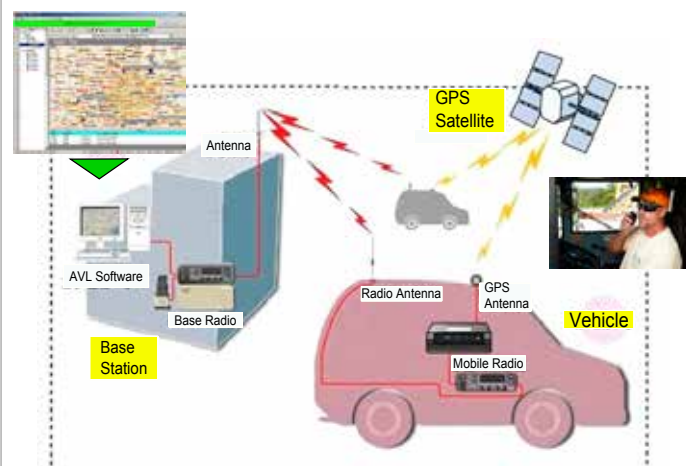
As a result, it will strengthen staffs teamwork as well as maximize productivity.



GPS INTEGRATION AND FLEET TRACKING FOR DELIVERY AND DISPATCHING SERVICES.

By adding GPS function on the Radio Communication, you can use Fleet Tracking to monitor the location of your each vehicle on the road through a map on your office PC.

Operator is able to grasp the location of each vehicle instantly through the system. And then, dispatch arrangement will be smoother, timely and more efficient. Voice communication between each vehicle and between the operator and each vehicle is also available for route guidance, emergency call, exchanging information of the current traffic conditions, etc.



JVCKENWOOD Singapore Pte. Ltd.

1 Ang Mo Kio Street 63, Singapore 569110
Tel : (65) 6496 4500 Fax : (65) 6496 4501/509
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Website : <http://www.kenwood.com/sg/com/>

Citicall Communications Pte Ltd

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Editor's Note

Dear Readers,

Welcome to our May/June Issue!

I just can't get over how fast the months have flown by... It's mind-blowing that we are already halfway into this year... I hope 2014 has been kind to you so far!

This issue, on Retail & Hospitality, is full of treats! I have included several great articles on hotel security as well as security in retail environments that will give you more insight on the importance of security in these areas.

Our cover story explores professional network video solutions for retail environments and is written by Johan Akesson, Director, Business Development, Retail, from Axis Communications (pg. 18).

I have also written an exclusive special feature article on Dahua Technology and their amazing security products and solutions, which are set to take over the world. (pg. 24) Don't forget to check out our interview with Oh tee lee, Regional Director, South Asia Pacific Region from Axis Communications. (pg. 84)

Our new section, 'Product Spotlight', is bursting at the seams with exciting news of product launches from companies such as H1D Global, Genetec, FLIR, and JVC Kenwood to name a few (pg. 87). That's not all! I have also included a Show Review article on Intersec Dubai 2014 (pg. 109).

If you are a Facebook junkie like I am, be sure to 'Like' us on our page: www.facebook.com/securesolutionstoday. While you're at it, do explore and subscribe to our new website to be kept up to date with the latest security news and trends around the globe: <http://sst.tradelinkmedia.biz>.

Thanks for your support & have an amazing read!

*Sharon Kaur
Editor*



WE'VE RAISED THE BAR...AGAIN

The new Panasonic 6 Series range offers a newly developed MOS sensor and Enhanced UniPhier platform for sharp image quality and low light performance. Enhanced Super Dynamic delivers a 133dB wider dynamic range and the 4x H.264 (High profile) streams and up to 6x JPEG outputs provide outstanding simultaneous real-time recording.

6
Series

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SD Enhanced Super Dynamic

VIQS
Video Image Quality System

Indoor Camera



WV-SFN631L / SFN611L

- 1080p / 720p* HD images up to 60fps
- Enhanced Super Dynamic
- VIQS Technology
- Infrared LED Equipped
- 2x SDXC/SDHC/SD Memory Card slots

Vandal-Resistant Indoor Camera



WV-SFR631L / SFR611L

- 1080p / 720p* HD images up to 60fps
- Enhanced Super Dynamic
- Vandal-Resistant
- VIQS Technology
- 2x SDXC/SDHC/SD Memory Card slots

Water & Vandal-Resistant Camera



WV-SFV631L / SFV611L

- 1080p / 720p* HD images up to 60fps
- Enhanced Super Dynamic
- Water, Dust & Vandal-Resistant
- 2x SDXC/SDHC/SD Memory Card slots
- VIQS Technology

IP66
standard

*WV-SFN611L, WV-SFR611L & WV-SFV611L models - Increase in frames per second compared to previous Panasonic models

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Panasonic

Axis Announces Its First 4K-Resolution Camera As Part Of New Compact Bullet-Style Series

Axis Communications, a world leader in network video, recently announced the release of its first 4K-resolution camera, AXIS P1428-E. The 4K standard is defined and approved by the International Telecommunication Union (ITU) and offers a video resolution of 3840 x 2160 pixels at 30 frames per second.

The AXIS P1428-E Network Camera is the top-of-the-line model in the compact AXIS P14 Series, designed for outdoor and demanding indoor environments. The AXIS P14 Series consist of seven network camera models ranging from HDTV 1080p to 4K allowing customers to select the camera that best meets their specific requirements and budget, offering efficient and reliable video surveillance in any environment. The new AXIS P1428-E offers a number of value adding features such as remote zoom and focus, a built-in slot for micro SD/SDHC/SDXC memory cards and I/O connectors for interfacing with external devices.



"Simply put, 4K offers four times the resolution of HDTV 1080p. It is an established industry standard both in motion picture production and for consumer displays with a dramatic pace of market penetration. Now it's time to make use of this new technology also in video surveillance," said Erik Frännlid, director of Product Management, Axis Communications. "An important factor in the development of this first Axis 4K camera was to bring the new industry standard into a product series intended to be implemented into practical use from day one. Initially, it is likely that most customers will be using a standard HDTV monitor. 4K makes it possible to enhance any portion of the screen without losing details. To manage bandwidth consumption, users can view the live video stream in HD 1080p and take advantage of 4K recordings for forensic purposes." **SST**

Genetec Announces Appointment Of Hills Limited Australia As Exclusive Distributor In Australia And New Zealand

Genetec™, a leading provider of unified IP security solutions, recently announced the appointment of Hills Limited as exclusive distributor of the full range of Genetec products in the Australia and New Zealand markets. The recent acquisition of Open Platform Systems (OPS) by Hills strengthens the leading position of Genetec in the Australian market and extends the reach of Genetec solutions into a much broader portfolio of clients in that market.

"We're excited by the recent acquisition of OPS by Hills as it will help to further build upon the already strong market position developed for Genetec by the OPS team in that region," said Guy Chenard, vice president of Global Sales at Genetec. "Growing the Genetec footprint in the APAC market is strategic for our business and we are looking to partners like Hills to help us maintain and further drive our growth in this region." The exclusive rights of distribution of Genetec products will transfer to Hills immediately, with current customers and partners of OPS seeing minimal change in their day-to-day contacts and on-going projects.

"Hills has an enviable reputation as a leader in Australia's technology market with a powerful span of product and service offerings through a range of business units," stated Kobi ben-Shabat, managing director at Open Platform Systems. "Choosing to join forces with a company like Hills Limited, that has an outstanding track-record of pre- and post-sales support, as well as its broad reach into the homes, businesses and enterprises of Australia, just made sense for OPS and our partners." **SST**

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Feature-rich. Simply Easy. The latest HUS-NVR-1032 is designed with a number of user-friendly functions that enhance operation efficiency and video management experience. The Setup Wizard and One-Click Import functions reduce installation time by 60%. Its intuitive

user interface, Timeline and Video Export functions save operation and management time, minimizing human resources. The HUS-NVR-1032 is also easy to maintain with advanced Hot Swap technology and front panel HDD slot design. Featuring high definition recording at 1080P (8 channels), 720P (16 channels) and D1 (32 channels), the HUS-NVR-1032 is ideal for real-time video/audio live view and playback. It can be used as a standalone solution for mid-scale installations, while for more complex system architectures, it can also be integrated with HUS (Honeywell Universal Surveillance) smart IP security integration platform.

HUS-NVR-1032 – Redefining Simplicity.

Honeywell



Quick Setup One-Click Import Health Check Hot Swap Technology HDD Front Panel

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No Chance For Intruders: Bosch Launches EN Grade Three Curtain Detector With Superior Catch Performance And False Alarm Immunity

With the new Professional Series TriTech+ Curtain Detector with Anti-mask, Bosch Security Systems completes its range of professional grade motion detectors. This unit is ideal for monitoring long, narrow interior spaces such as hallways, storefronts, loading docks, or storage aisles, offering dip switch selection between two coverage areas: 30 x 2.6 metre or 8 x 1 metre. No matter the range selected, Bosch Sensor Data Fusion Signal Processing combines Passive Infrared (PIR) and ultra-low power microwave Doppler radar with multiple built-in environmental sensors to ensure the most reliable detection performance available in a motion detector.

In order to meet the demanding requirements for this application, Bosch has developed a new curtain specific infrared lens and radar

system. Optimizing both technologies is required to ensure reliable detection within the protected area while simultaneously reducing false alarms caused by disturbances from the sides. This sets this product apart from traditional detectors that achieve curtain coverage simply by masking parts of the infrared lens, while continuing to use their standard 90-degree coverage radar systems that far exceed the desired area of detection.

The new detector also offers the highest level of security, e.g. through its Multi-point Anti-mask with Integrated Spray detection (MANTIS), certified by an accredited lab to EN50131-2-4 Grade three. This makes it the perfect choice for high security applications such as banks, jewellery stores, or warehouses. As with all Bosch wall mount detectors, this model comes in

a two-piece design with self-locking enclosure to reduce installation time by more than 25 per cent compared to conventional designs where the circuit board needs to be removed for installation and screws are deployed for securing the cover. The optical chamber and electronics are sealed behind a protective cover to prevent accidental damage, as well as reducing false alarms from drafts and insects. Last but not least, the detector is equipped with an integrated bubble level for easy installation.

The new Professional Series TriTech+ Curtain Detector with Anti-mask will be available in two versions: model "ISC-PDL1-WAC30H" operating at 10.588 GHz for France and the UK; and model "ISC-PDL1-WAC30G" operating at 10.524 GHz for other European, Middle East and African markets. **SST**

HID Global Settles Three Patent Lawsuits Relating To Multi-Technology Readers

HID Global, trusted leader in solutions for the delivery of secure identity, recently announced that it has settled patent-infringement lawsuits against Apollo Security, Applied Wireless IDentifications Group (AWID) Inc., and Secura Key, a division of Soundcraft, Inc.

The lawsuits included HID Global's multi-technology reader patents. "We are pleased that the lawsuits filed by HID Global and ASSA ABLOY were amicably settled and, furthermore, that AWID and Secura Key have agreed to license our multi-technology IP applicable to their product lines," said Dr. Tam Hulusi, senior vice president of Strategic Innovation and Intellectual Property with HID Global. The two patents referenced in the lawsuits are U.S. Patent No. 5,952,935 (entitled "Programmable Channel Search Reader") and U.S. Patent No. 7,439,862 (entitled "Antenna Array For An RFID Reader Compatible With Transponders Operating At Different Carrier Frequencies").

These patents, along with HID Global's Registered Copyright No. TXu001352802/2006-02-03 (which relates to HID Global's Corporate 1000 format), are included in HID Global's Extended Licensing Program, through which RFID reader manufacturers can license certain HID Global multi-technology intellectual property (IP). In particular, the lawsuits against Apollo and Soundcraft involved HID's '935 patent. The lawsuit against AWID involved HID's '935 and '862 patents. Terms of the agreements are confidential. **SST**



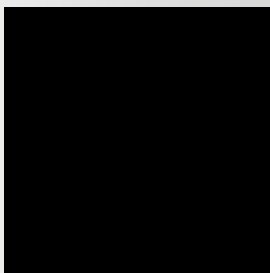
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Normal vision



Thermal image



If you want to have more information about the FLIR FC-Series S or any other FLIR thermal imaging camera please contact:

Asia Pacific Headquarters

HONG KONG

FLIR Systems Co. Ltd.

Room 1613 -16, Tower 2,

Grand Central Plaza,

No. 138 Shatin Rural Committee

Road,

Shatin, New Territories, Hong Kong

Tel : +852 2792 8955

Fax : +852 2792 8952

Email : flir@flir.com.hk

www.flir.com

The images displayed may not be representative of the actual resolution of the camera shown. Images for illustrative purposes only.

Dahua Wins IP Camera Excellence Award at Secutech 2014

Dahua Technology, a world-leading manufacturer and supplier of video surveillance products headquartered in Hangzhou, China, recently announced that its network camera — DH-IPC-HF5281 has won the “IP Camera Excellence Award” at Secutech Taipei 2014.



Each year at Secutech Taipei, the Excellence Award Contest draws a lot of attention as it is considered as an impartial platform for manufactures to exhibit the products they are proud of as well as rendering an opportunity for buyers to see, learn and compare product performances in person before making a decision. This year's IP camera contest focused on night visual effects in addition to saturation, low light, shutter speed and image quality.

Dahua DH-IPC-HF5281, an ultra-low light network box camera with a two-Megapixel CMOS sensor, is able to capture 1920 x 1080 resolution video at 60fps. Featuring

ultra low illumination, IPC-HF5281 is able to present clear image even under 0.0001Lux. In addition, for monitoring high-speed moving objects, over 50km/h for example, the camera is able to render smooth images at 60 frames per second. The camera is also equipped with intelligent functions, such as facial detection, wandering detection, illegal parking, and etc.

“It is the third year in a row that Dahua's products have proven its outstanding performance and been recognized by worldwide security professionals,” said Tim Shen, marketing director at Dahua Technology. “We really appreciate the Secutech organizer for creating such a great platform for our products standing out among other companies. As the industry moves to high definition, we aim to improve the whole video surveillance system to satisfy the HD requirements and also other functions, like WDR, better bit rate, low lux and etc. With more than 3,000 R&D professionals and 10 per cent reinvestment, we aim to provide world-leading products and solutions.” **SST**

Canon Enters Industrial Camera Market With Launch Of M15P-CL, Equipped With Low-Noise CMOS Sensor

Canon Inc. and Canon Marketing Japan Inc. recently announced Canon's entry into the industrial camera market with the launch in Japan of the M15P-CL, a still-image camera featuring low-noise, high-pixel-count imaging performance to support quality inspections during manufacturing processes.



Ideally suited to perform quality inspections for liquid crystal panels, solar panels and optical components employed in digital SLR cameras, the Canon M15P-CL is designed to satisfy the manufacturing industry's need to deliver high-precision quality. While conventional inspection procedures had relied on the human eye, the shift to cameras capable of high-resolution detection is expected to fuel future market growth. Taking advantage of this market trend, Canon has applied the technological strengths the company has cultivated through its existing camera business to enter the industrial camera market.

The M15P-CL incorporates a newly developed, approximately 15-Megapixel black-and-white CMOS sensor based on the high-sensitivity CMOS sensor employed in Canon's EOS series of interchangeable-lens cameras. Achieving a high dynamic range with low noise, the sensor makes possible inspections with high-contrast imaging. As a result, even when used in low-contrast inspection environments, the camera supports the capture of high-definition monochrome-gradation images, enabling the accurate detection of scratches, foreign matter and other defects that the human eye would be incapable of easily discerning.

Offering low-noise analog gain from one to sixteen times and digital gain from one to sixteen times, the M15P-CL lets users take advantage of the camera's low-noise imaging performance to boost sensitivity up to a maximum of 256 times. Additionally, the new Canon M15P-CL supports the Camera Link interface standard. Widely used within the industrial camera sector, Camera Link makes possible the high-speed transfer of images captured by the camera. **SST**

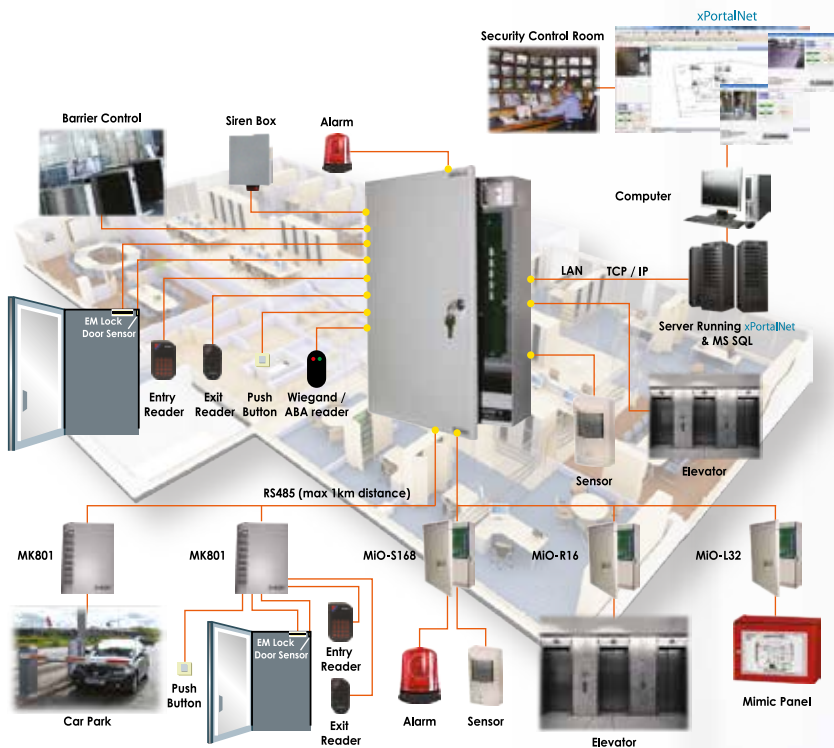
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- OPC Integration Module
- DesFire Reader



Projects



Commercial / Complex



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Condominium



DesFire Reader



Dual Redundancy Module



Plato Reader - Slim Card Reader

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REG No. 44831281647

Honeywell Appoints Jeffrey Sit To Lead Security Business In Asia Pacific

Honeywell recently announced that Jeffrey Sit has been appointed as vice president and general manager of Honeywell Security Asia Pacific, reporting directly to Ron Rothman, president of Honeywell Security Group. In his role, Jeffrey Sit will lead Honeywell Security Asia Pacific as it continues to serve the region's vibrant, high-growth economies.

His appointment emphasizes the consistency of Honeywell Security Group's strategy in Asia Pacific to further innovate and create increased value for customers. Jeffrey replaces Mabel Ng who was recently named vice president and general manager for Asia Pacific for the company's Environmental and Combustion Controls business unit.

"Jeffrey brings a wealth of experience to his new role with 20 years of industry experience and his strong focus on customers will ensure that Honeywell continues as their partner of choice" said Rothman.

Sit joined Honeywell Security Group in January 2006



taking several leadership roles as sales director Asia Pacific, and general manager East Asia and South China. Prior to joining Honeywell Security, he has held various positions in ADEMCO, C&K (acquired by Honeywell in 2000) and other companies in the security business. Sit holds a bachelor's degree in Mechanical Engineering from National Cheng Kung University and a MBA from Monash University Australia.

"Security is a core business for Honeywell and Asia Pacific constitutes a strategic and important part in its global strategy," Sit said. "Honeywell has great momentum for accelerated growth built on a long, reputable history and a strong installation base in the security and smart home industry across Asia Pacific. We will further strengthen our foothold in various vertical sectors such as transportation, industrial, banking, residential, casino and government infrastructure projects, and to keep innovating our products and solutions to be easier to install, easier to use and easier to maintain."

For more information about Honeywell security business in Asia Pacific, please visit www.asia.security.honeywell.com or email security.ap@honeywell.com. **SST**

DIGIEVER High Performance Network Video Recorder With Complete Ranges For Diverse Markets From Government, Enterprise To SOHO

DIGIEVER, a leading company dedicated to integrating IP video surveillance solutions recently released seven powerful NVR Series from enterprise to entry level, including DS-8200-RM Pro, DS-4200-RM Pro, DS-4200 Pro, DS-2100 Pro, DS-1100 Pro, DS-4000 and DS-2000 series. In addition, DIGIEVER has integrated with over 60+ IP camera brands and more than 1800+ models.

DIGIEVER NVR features up to 360Mbps network throughput for high megapixel recording and real-time live view at the same time. Via HDMI/VGA or HDM/DVI-I connector, users can experience DIGIEVER NVR's outstanding hardware decode local display performance. Based on dual-stream technology, users can experience up to 25 channels outstanding (30FPS) live view performance in local display. Users can connect up to 32 channels in a single server and up to 144 channels in multiple servers.

DS-4200-RM Pro series is designed to reserve large data for long period recording. This series supports up to four-TB storage capability per hard disk drive, reaching up to 16TB total storage capability so as to optimize customers' requirements. DS-4200-RM Pro features hot-swap design to replace failed HDD without turning off the server. With advanced RAID configuration, users can easily backup important recorded video files. DS-2100 Pro and DS-1100 Pro series are powerful and compact Linux-embedded NVR, supporting up to two HDDs. The maximum storage capacity of DS-2100 Pro can reach up to eight-TB while that of DS-1100 Pro can reach up to four-TB for long period recording. Also, DS-2100 Pro supports RAID to enhance storage reliability and efficiency.

With a variety of product series and high integration of IP cameras, customers can find the best surveillance solutions in diverse vertical markets such as government, enterprise, retailers, or SMB and SOHO. **SST**

COST-SAVING & USABILITY

The Core Attributes of Bosch's Conventional Fire Panel Go Hand in Hand



The FPC-500 has been designed with an aim to minimize complexity and achieve a natural affection with the panel. The need for expert knowledge disappears and is replaced by intuition and the self-explanation of the panel.

Independent installers, who have tested it, reviewed the panel as 'very intuitive' and 'easy to configure.'

The yields of increased simplicity are twofold: Firstly, installers now require minimum training effort in order to correctly install a conventional fire panel, saving time and money for training. Secondly, the straightforward steps to establish a working fire system demands far less time, reducing the budget for installation.

“With the FPC-500, installation is now so straightforward. While installation of other brands frequently requires two installers, for the FPC-500, one installer is sufficient as long as laws permit, consequently halving the labor costs.”

– **Fernando Ramirez**

Professional installer for FM&Vargas

With an average proportion of 1/5 of the total investment for a fire system, installation is a relevant factor when making purchasing decisions. Therefore, enhancing simplicity in order to make installations easier can save the customer significant amounts of money. With a proven advantage over existing panels of more than one hour in time saved for installation, the Conventional Fire Panel 500 Series materializes as the prime cost-saver among conventional fire panels while incorporating the familiar Bosch quality.

The FPC-500 offers valuable advantages to the present panel market portfolio in terms of its usability. This has been proven by a set of test scenarios, commissioned by Bosch Security Systems with a group of installers. In all 450 test cases the total installation time of the FPC-500 in comparison with products from other manufacturers was the lowest. Several features have been included to achieve high usability: The LCD screen, uncommon in this segment, facilitates all operations on the panel. The menu structure with its auto-scrolling and default indication organizes actions intuitively. Furthermore, the modern color coding coherently links labels and buttons to achieve a quick comprehension of the interface.

By smartly combining great usability and cost-savings within the Conventional Fire Panel 500 Series, Bosch has successfully overcome the traditional trade-off between ease of use and cost.

For more information, email us at:

apr.securitysystems@bosch.com or visit www.boschsecurity.asia.



MAKING THE DIFFERENCE FOR RETAIL

PROFESSIONAL NETWORK VIDEO SOLUTIONS





**By: Johan Åkesson, Director,
Business Development, Retail, Axis Communications**

New possibilities, greater gains

The retail industry faces tough challenges, including fierce competition, low margins and external/internal losses. Within retail, video surveillance systems have traditionally been used for safety and security. Axis network video solutions take such systems to a new level by addressing all these challenges. With pro-active surveillance and monitoring, you may experience greater loss prevention, improved merchandising, and many more functions that make sound business sense in every retail operation, whether you run a single shop or a whole chain of stores.

Greater loss prevention

CCTV has long been known to help reduce theft, particularly when consumers know it's there. But the real leap forward in loss prevention technology comes with network video.

Axis network video solutions provide sharp, high-resolution images that enable you to follow suspect behaviour and facilitate positive identification. And they integrate with your available systems to reveal and minimize all kinds of shrinkage-related activities. They can for instance be combined with your EAS system to ensure complete, high quality video coverage of all EAS incidents.

Integrate with POS exception reporting system

With Axis network video, you can quickly identify common mistakes, misunderstandings and innovative ways to manipulate the POS system.

POS exception statistics (from single or multiple stores) make it easy to detect any suspect patterns and behaviour. This in turn enables you to continuously develop your staff training tools, and to ensure that you always stay one step ahead in preventing internal loss. You get a clear picture – and a clear record – of exceptions, such as:

- Unauthorized discounts
- Manually entered values
- Incorrect processing of returns
- Cash refund and coupon errors

Improved safety and security

Axis network video solutions enable rapid detection of potential incidents, so you can intervene quickly when needed, and identify any false alarms. The result is a much higher standard of overall security, which means a safer, more secure working environment for your staff.

Ensure staff security and protect your assets

Reliable protection is not only important during lonely nights at a gas station or a 24-hour convenience store. It is as relevant in stores with large amounts of cash, high-value products or high-risk products, such as medicine and alcohol. With Axis network video, extra cameras are easily added to specific product sections or checkout areas. Video images can be stored on a local or remote server, ensuring that recordings are protected from intruders.

Enhance surveillance efficiency

High-quality video, such as HDTV, is a great help when investigating crime. While conventional videotape images deteriorate with use, the image quality you get from Axis network video remains constant over time. Digital images are sharp and can be viewed hundreds of times without losing quality. And the high quality saves you valuable time when making identifications.

The use of intelligent network cameras with motion detection and active tampering alarm also contributes greatly to quick detection of suspect actions outside your store or inside the store after opening hours.

Optimized merchandising and operations

Axis provides a shortcut in the time-consuming task of gathering data from multiple systems and sites. In fact, our network video solutions can give you a real boost in store performance.

Understand customer behaviour

Strategically placed cameras can be used to record and measure consumer activity and understand buying behaviour, so you can identify the most popular areas and optimize your store and display layouts accordingly. Add built-in people-counting and integration with your POS system, and you get invaluable information about your customers.

Ensure customer satisfaction

Network cameras can identify empty shelves and alert staff that they need to be restocked. They can also let you know when a queue is too long, so you can open more cash registers. In other words, network video enables you to place staff where they are most needed, and to optimize staff shifts to meet customer demands. Long lines, empty shelves and blocked aisles are history.

Improve your marketing efforts

Network video enables immediate evaluation of marketing and promotion campaigns. You quickly find out whether your end-caps, in-store signage, and display windows really attract customers. Your customer and POS metrics are only a mouse click away, enabling strategic marketing decisions to boost your sales. And it can all be done in real-time and remotely, for single or multiple stores.

How it works

In-store monitoring

In-store monitoring of real-time or recorded images is easy from any of your authorized PCs connected to the IP network. Video monitoring, event management functions, analysis, and recording can be performed using specialized video management software. Video can be recorded continuously, for instance, on schedule, on alarm and/or on motion detection. The software can have multiple search functions for recorded events.

Axis network cameras

Axis network cameras are the most advanced, intelligent and versatile on the market. They run on Ethernet networking, providing an easy way to capture and distribute high quality megapixel and HDTV video over any kind of IP network or the Internet. Event-driven surveillance can relieve your security guards from the time and effort wasted in responding to false alarms.

Reduce in-store hardware count

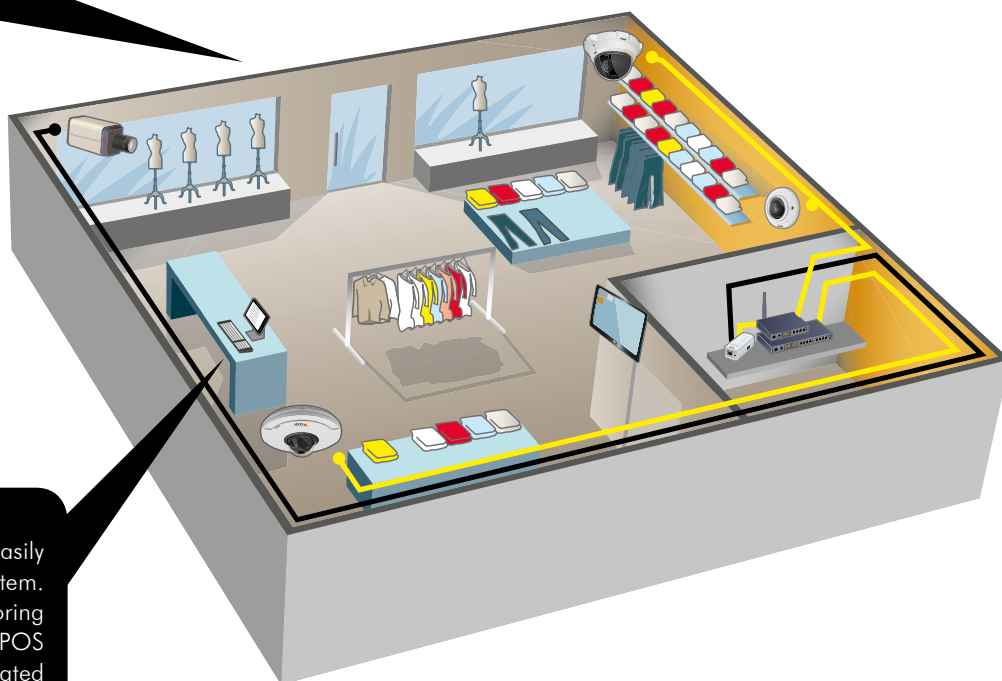
A cloud-based video surveillance system gives you many advantages such as access to live and recorded video from any location, remote storage of all recordings and less hardware. The system is centrally managed and distributed to you by a service provider and all access to your surveillance system is through your video service portal.

EAS Integration

It is possible to integrate the Axis network video system with your EAS system to ensure complete, high quality video coverage of all EAS incidents.

POS Integration

The network video system easily integrates with your POS system. It enables remote monitoring of real-time and historic POS transactions with associated video.



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Contact Us:

MALAYSIA

Ms. Rina Fadzil
+6-03-2176 8788
Rina.Fadzil@ubm.com

ASEAN

Mr. TJ Tan
+6-03-2176 8788
TJ.Tan@ubm.com

REST OF WORLD

Mr. Kristan Johnstone
+44 (0) 20 7921 8057
Kristan.Johnstone@ubm.com

Organised by:





Axis Corridor Format

Perfectly adapted to retail surveillance applications and ideally suited to retail shopping aisles: 16:9 format becomes 9:16 for maximum coverage.

Analog cameras and Axis video encoders

Axis video encoders enable you to connect your existing analog cameras to your IP network, thus minimizing your investment requirements, and taking advantage of the numerous functionalities network video offers.

Cross-functional usage

Network video solutions can not only help retailers to improve safety and battle loss prevention, this versatile technology can make numerous other positive contributions including helping retailers manage queues, count people and monitor customer routes throughout the store. Cross-functional use and access of the video surveillance system helps you with safety and security, store performance, customer service and marketing – one system making retail stores safer for visitors and more profitable for owners.

Digital recording

Digital recording of video images on standard PC servers rather than proprietary equipment such as DVRs radically reduces management and equipment costs. All video data can be saved on a central server – even in a remote location to prevent tampering – with efficient access from any authorized PC.

Remote and mobile access

Remote access to live and recorded video is only a mouse click away. It can be performed at any time, from any authorized computer anywhere. With mobile access, you can watch your network cameras live directly from your smartphone or tablet. A quick and easy way to stay on top of your business even if you are on the go.

Solutions for any type of retail environment

Do you have a single shop? A chain of stores? Franchises, malls or other retail environments? Studies of the trends in the retail industry all reach the same conclusion: network video technology is replacing analog surveillance systems. And Axis has the largest installed base of network cameras in the world. We have proven solutions, whatever your needs may be.

You probably find yourself in one of these positions:

- You already have an analog CCTV system in operation.
 - » Axis helps you make a seamless switch to network video technology while protecting your existing investments. Simply combine your present system with Axis video encoders to start your move towards network video.
- You have a network video system but need to expand it
 - » Axis solutions are fully scalable and compatible with your existing infrastructure – so you can leverage your investments.
- You are about to build a complete new surveillance system.
 - » Axis solutions are based on open standards – so they work with proven, industry- standard equipment, giving you maximum flexibility.

The cost-effective approach to a future-proof system

Regardless of your present position, Axis enables you to benefit from the best and the latest in network video, and leverage your investments. Thanks to open standards, Axis network video systems are reliable and future-proof. You gain instant access to all the benefits of network video from the market leader. And you position yourself to take full advantage of new, advanced features in years to come.

For further information, visit www.axis.com/retail.
For the latest news in retail surveillance, visit www.retail-surveillance.com. **SST**

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For more info, please contact us:

Global Contact

Messe Frankfurt New Era Business Media Ltd.
Ms Eva Tsai
Email: stth@newera.messefrankfurt.com
Tel: +886 2 2659 9080 Ext. 668

Thailand Contact

Asian Exhibition Services
Ms Punnapa Onsarn
Email: secutech@aesexhibitions.com
Tel: +66 2207 2412



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DAHUA TECHNOLOGY: TOTAL SOLUTION PROVIDER



Company Profile

Dahua Technology, founded in 2001, is a world leading and advanced video surveillance product supplier and a top brand that resonates with customers all over the world. Dahua has registered capital of US\$187M and gross assets worth US\$705M. After being publicly listed in 2008, Dahua experienced a surge of rapid growth in 2013, achieving a record-breaking US\$882.6M in sales revenue, the result of 13 years worth of effort.

Dahua's Core Philosophy

Dahua's core philosophy is centred on being a responsible brand. They firmly believe that in order to do right by their customers and maintain healthy and long-term development, it is critical to create a harmonious cycle where the company takes responsibility for their employees, employees take responsibility for customers, and in turn the customers contribute to the company.

Dahua's Reach

Domestically

Dahua has 56 offices in China alone, with more than 1,800 sales people. This is not just in capital cities but secondary cities as well.



Globally

Dahua also has an ever-expanding global reach, with over 1000 partners globally, exporting to 140 countries, including Singapore.

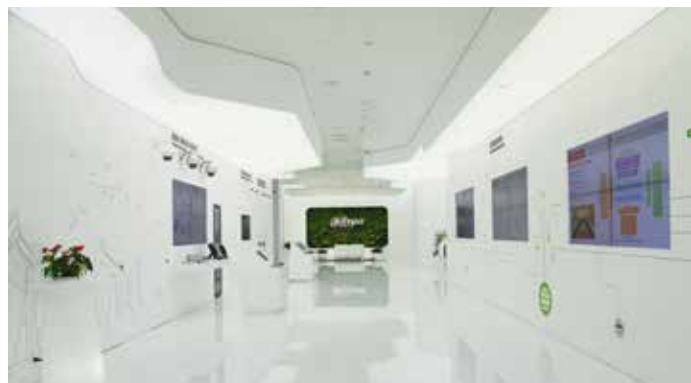


Product Portfolio

The company's product portfolio includes the advanced series of front-end, back-end, display, software and intelligent traffic solutions.

Dahua has established sales, marketing and service networks globally in Asia, the Americas, Europe, Oceania, Africa and etc., efficiently responding and coming up with solutions tailored to each market and providing customers with the best service and products.

To date, Dahua's products are widely applied in many fields, such as banking, public security, energy, telecommunication, intelligence-building and intelligent-transportation. Numerous major projects around the world have been applied with Dahua's solutions, some of which include recent projects in countries such as India, China, Romania, Paris, Italy and Barcelona. Dahua is constantly looking to provide solutions for international markets, tapping into their vast experience of developing cutting-edge technology and products they have acquired in their domestic markets.



Dahua product showroom

Innovation – The Driving Force



Dahua prides itself on being a customer-centric organization, with great investment in innovation. They firmly believe that innovation “is the main driving force that keeps things moving forward”. Innovation is about originality, inventiveness and individuality and this has been deeply embedded into Dahua’s corporate culture and strategic objectives.

With a constant pursuit of producing quality products that are always upgraded, it comes as no surprise that Dahua is extremely devoted to R&D, investing more than 10 per cent of their sales income into R&D every year. They have a strong team with more than 3000 engineers, more than 700 of which hold masters degrees in R&D, aiming to maximize value for customers.

Dahua was the first company in China to launch the eight-channel real-time embedded digital video recorder in 2001; followed by sound development. Dahua has therefore grown into a total solution provider, delivering products that are “invented, designed and made by Dahua”. At this point, Dahua has six core technologies; namely technologies on embedding, image processing, storage, intelligence, network and pre-treatment.

As of June 2013, Dahua has 422 patents, of which 20 were invention patents. Dahua keeps technological innovation and implementation in embedded structure applications, audio/video encoding/decoding arithmetic and network protocol research. All of this has helped them maintain a competitive edge in the industry and has guaranteed excellent performance of their products.

Some of Dahua’s most innovative products to date include:

- HDCVI technology and its full range of products;
- Ultra-Smart IPC and NVR products;
- Embedded software platform.

Dahua is always pushing the envelope on innovation. No stone is left unturned and every detail is considered, in order to provide their customers with the greatest quality and user experience possible. Michael Chen, vice president of Dahua Technology, affirms this stating, “From a tiny bracket to cloud storage, we attach great importance to user experience. We try to deliver products with ease of use, stability and high reliability”. It is this attention to detail and drive to be progressive that has allowed them to stay industry leaders and display remarkable ingenuity.

Providing Integrated Solutions Through Manufacturing/ Quality Control



Quality control comprises a huge part of Dahua’s corporate fabric. Dahua has over 2000 operators working in its manufacturing plants striving to ensure that all products are up to the mark before they are released to consumers. It makes continuous efforts to refine both its hardware as well as software through a constant cycle of testing. They are also committed to working hand in hand with other global players to provide more integrated solutions and comfortable operating experiences to customers. They have hence implemented a strict quality assurance system, focused on providing reliable products.

Dahua also advocates product interoperability and is actively involved in international standard committees such as ONVIF, PSIA and HDCCTV in an effort to optimize resources and maximize benefits for the industry and clients alike.

Maintaining A Competitive Edge

Dahua has managed to stay industry leaders because of their vast amount of experience. They place a great deal of emphasis on providing quality products at reasonable prices and are committed to re-defining and delivering a new image to the phrase “Made in China”. Combining state-of-the-art technology, feature-rich products, cost-effective solutions and a quick response service, Dahua

has made every effort to become one of the best suppliers of security products in the world.

According to Tim Shen, marketing director, Dahua considers every detail from the customer's point of view. For example, after carefully assessing customer needs, Dahua ascertained that the developing trend of HD has become increasingly apparent. Additionally, the IP products and analog HD products have become very important to customers. Therefore, Dahua has been working to ensure that the price of HD products is more affordable.

Dahua is extremely alert to external market demands as well as changes in their domestic markets. They understand that in order to remain leaders in the global playing field, they have to first adjust themselves internally and constantly re-invent themselves. This is apparent in their massive investment in R&D.

What also sets Dahua apart from its competitors is its commitment to providing its customers with the best service possible. This does not stop once the customer has purchased their product. Dahua takes pride in providing its customers with after sales services as well such as designing and preserving software and hardware according to the needs of specific users, making modifications upon client requests as well as offering free software upgrades. According to Shen, "offering the best and fastest all-day service is our ultimate pursuit" and Dahua has hired qualified and experienced service experts to ensure that they meet the demands of customers all over the world. This has placed them in a league of their own.



Fu Liqun, President, Dahua Technology

Awards & Recognitions



Dahua's efforts have also been recognized globally over the years. Some of their recent awards and recognitions include winning the 2014 Secutech Award Excellence for IP Cameras, coming 9th place in the Security 50 ranking by a&s International in 2013 as well as securing the 6th place for largest video surveillance market share and also as the runner up place for DVR channels according to the 2012 IMS global report.

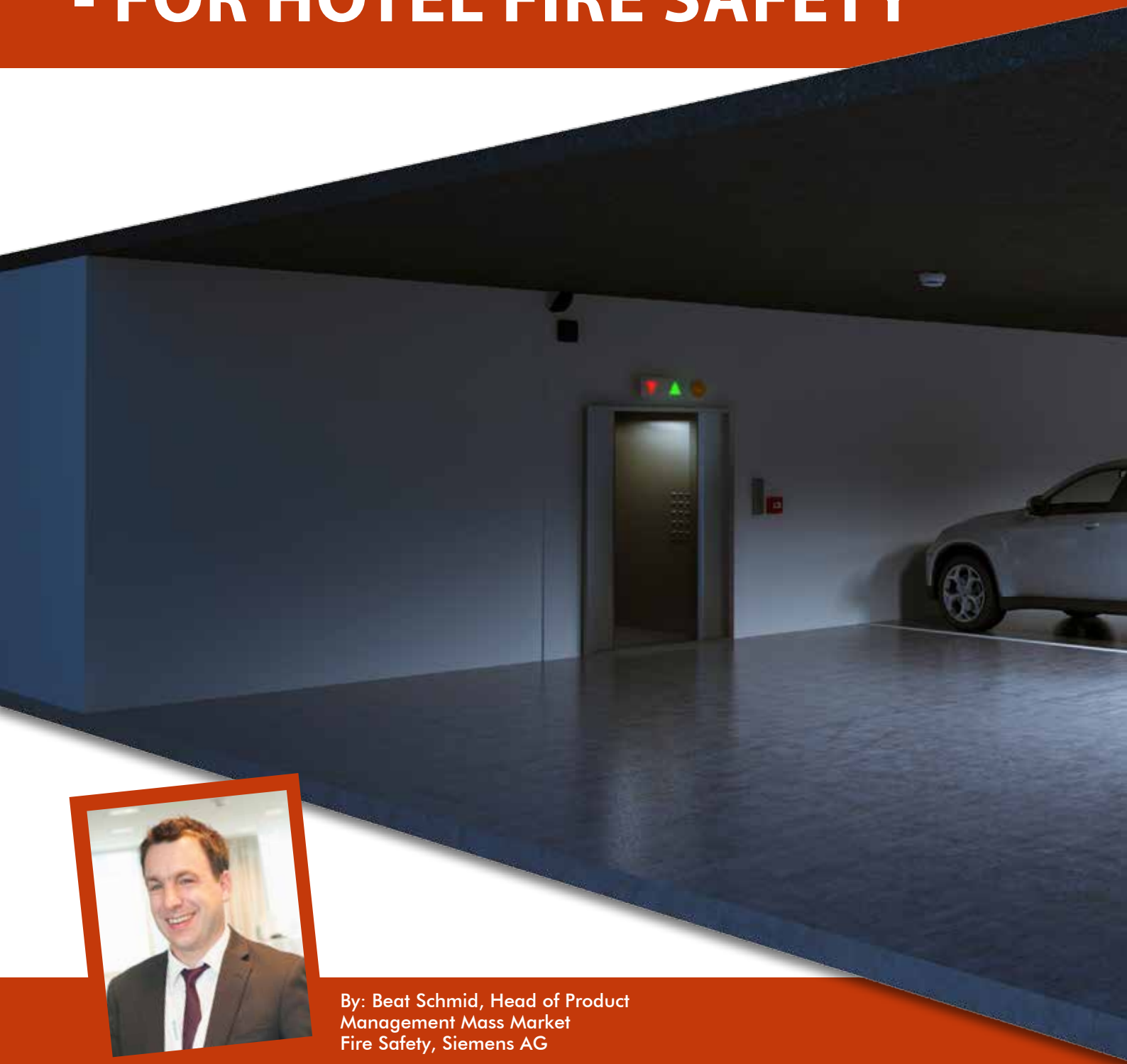
The Future

According to Fu Liqun, president of Dahua Technology, as the surveillance industry rapidly evolves and moves towards high definition, intelligence and integrated solutions, Dahua's vision is not only to "meet the trend", but also to "lead the trend".

Some of Dahua's long-term goals include searching for more ways to provide solutions to more than just the traditional vertical markets. Dahua is constantly looking at opportunities in consumer markets worldwide. In order to better respond to and meet the unique demands of international markets, Dahua aims to set up overseas offices in each market, equipped with efficient teams that are better able to respond quickly and provide customized solutions to their customers. Dahua also intends to invest more capital into R&D and marketing in order to have a wider global reach, supplying as many markets as possible with high quality products at reasonable prices. On a local front, we can also look forward to Dahua's plans to participate in more Singapore projects, providing customized solutions to the Singapore market, in the near future.

Dahua has mastered their craft but recognize that there is always room for growth and development. With these values deeply ingrained in their corporate culture, the sky is the limit for Dahua's future.

NOT JUST DETECTION - BUT COMPLETE PROTECTION - FOR HOTEL FIRE SAFETY



By: Beat Schmid, Head of Product
Management Mass Market
Fire Safety, Siemens AG

Introduction

Ensuring the safety of guests is naturally a fundamental requirement for all hotel owners, operators and licensees. The possibility of fire in any hotel should always be a concern, particularly given the impact that even the smallest outbreak might have. Apart from the obvious threat to the lives and safety of hotel guests and staff, fire can cause consequential damage that will pose a risk to the longevity and the brand values of the hotel itself.

The installation of an inadequate fire system on the other hand, might well bring with it the unwelcome nuisance of false or 'unwanted' alarms. The disruption caused when alarm bells or sounders ring unnecessarily - or when full-scale evacuations are wrongly undertaken - can also have a lasting and damaging effect on any hotel's business continuity. So, like their guests, hotel operators also need the assurance that the hotel is safe and well protected.





This invariably means the implementation of a reliable, integrated fire protection system that offers the earliest and most dependable detection, along with timely evacuation concept and clearly defined escape routes.

Fire statistics for hotels and motels

Statistics show that perhaps fire safety needs to be given greater priority by some hotel owners and chains. An average of one in every 12 hotels in the US reported a fire every year and an estimated average of 3,700 structure fires in hotels and motels is reported annually, resulting in associated yearly loss of 12 deaths and injury to 143 other people. 12 per cent of fires in hotels and motels are said to have begun within guests' rooms and fires starting in guests' rooms have accounted for 72 per cent of the resulting deaths of guests and staff. Smoking materials have been found to be the cause of the initial outbreak of fire in 79 per cent of these civilian deaths. Indeed, the blaze that swept through the Parco dei Principi in Rome in May 2004 that resulted in three people losing their lives, is thought to have been started by a cigarette. In the Grand Park Avenue Hotel in Bangkok in March

2012, two people died in a fire probably caused by an electrical short circuit and one month later in Cornwall, England, the Falmouth Beach Hotel was completely destroyed by fire. In the USA alone, the cost of damage to hotel property averages, in simple monetary terms, around 127 million dollars every year.

A safe and pleasant stay

Fire prevention in any hotel should at the very least involve ensuring the installation of adequate fire detection systems in guests' rooms, public and 'back-of-house' areas, as well as implementing safe working practices in high-risk areas such as the kitchen. According to statistics, cooking equipment is involved in nearly 45 per cent of all fires. False alarms are disruptive and irritating, but more importantly, they undermine the credibility of any genuine alarm. Any installed detection system needs to be accurate, reliable and 'intelligent' - that is, capable of detecting the earliest stages of a smouldering fire anywhere in the hotel to provide assured protection of the lives of guests and staff alike. Yet the same system must also be capable of differentiating steam from smoke

and other deceptive phenomena to prevent the triggering of those unwanted alarms.

Fire safety in corporate chains

In the constant struggle to attract and retain custom, some operators find themselves faced with a dilemma if they have limited capital to invest. Should they spend more on protecting customers and ensuring their safety regardless of cost - or should they, for instance, make their hotel(s) more appealing by investing in more attractions and customers services? Or should they keep expenditure to a minimum in order to sustain their competitiveness and maximize profits? Sometimes the latter approach leads to the investment made in fire safety standards to meet only the basic requirements of the relevant national legislation. Yet others rely heavily on the continued support

of their corporate customers whose expectations and demands are very much on the rise. As a result, many travel managers now, as a matter of course, insist on the highest safety standards, with 25 per cent refusing to book rooms with hotels that do not have the highest standards of fire protection for their guests.

Global brands operating across multiple geographical locations face even bigger problems when dealing with fire safety. In different countries throughout the world, the implementation, use and maintenance of fire protection solutions will be stipulated by many different regulatory authorities. Simply keeping abreast of all the legislative advances of the different bodies, along with the constantly changing technologies available, makes simple adherence to the appropriate standards difficult. The first challenge for international operators is to instigate corporate standards, which are sufficiently high - regardless of all the different national regulatory differences affecting their hotels. The second and equally challenging problem is to ensure the full implementation of these agreed corporate standards widely and consistently across every hotel within the group. However, despite the differences in national laws and standards, the majority of global hotel chains has adopted corporate fire safety schemes based on automatic detection and alarm schemes. Although these solutions may be configured differently or contain different component devices, they all offer significant benefits in terms of speed of detection, response and orderly evacuation.

The human factor

The legal requirements of different regulatory authorities - along with the procedures put in place by hotels themselves have, until recently, overlooked one factor common to all emergencies that is constant yet still unpredictable. That factor is human behaviour. With the sounding of a fire alarm, many people anywhere will react with indifference. The ringing of an alarm bell or the sounding of a warning siren is all too common these days and rarely demands the response of everybody who can hear it. Very often people will ignore the alert, thinking it a simple test procedure or a mistaken 'false' alarm. Rarely is peoples' first reaction one of clear understanding, calmly followed by a rapid and appropriate response. Too frequently the reaction is one of surprised but ineffectual attention as people look for some kind of clarification or confirmation that the alarm is genuine.

Guests in a hotel are usually in unfamiliar surroundings where at best they have only a rudimentary knowledge of the layout or even the location of the nearest emergency exit(s). Few will have acquainted themselves with any procedures, escape routes or assembly points that the hotel will have put in place. Guests will also probably have differing degrees of mobility, sight and hearing





abilities. Given the added complication that most alarms in hotels happen in the early hours of the morning whilst people are deep in sleep and initially disorientated when woken abruptly, these factors are part of the challenge that fire safety engineers continually face.

Learning from other industries

Hotels today will generally have organizational measures in place to deal with fire alarms. These will range from the simple nomination of fire officers amongst staff to the most detailed guidelines for any possible evacuation. However, personnel measures alone cannot be relied upon to address all the critical needs for a successful emergency evacuation. The use of technology instead to overcome the 'human factor' in the fire safety challenge, has an increasing role to play. It is an area where the hotel industry as a whole can learn from other industries to ensure efficient incident management. In most airports and on most university campuses, there are

invariably large numbers of people - sometimes scattered over large areas and throughout several locations in numerous buildings. However, before extinguishing, fire fighting or other intervention activity can take place it is sometimes necessary to ensure that everybody has been successfully evacuated. The difficulties involved in securing a complete and successful evacuation in any of these situations include the need to ensure that everybody knows exactly what is going on and what to do, whilst receiving all relevant updates pertinent to their individual position, in order to do so.

Move from simple fire detection technology

One way that these other industries are tackling the issues is by putting in place solutions that enable response processes to be automated. It is becoming increasingly more common for fire detection systems to be integrated, not only with extinguishing systems

but also emergency lighting, voice alarm and mass-notification systems as well as building management systems - to control smoke extraction, fire doors and lifts in the course of any potentially life-threatening event. Such integrated systems will automatically provide clear, step-by-step instructions for what to do, with whom to make contact, where to seek escape and where to assemble. All relevant alarm or lighting systems will be triggered automatically, so that every party involved knows exactly what to do next. These other industries have shown that there is a need to leave the traditional arena of fire safety technology and look towards more integrated systems.

With regard to communicating with participants in an emergency situation, the focus is currently very much on mass-notification. By utilizing the "connected" culture of today's mobile phone, messaging and internet networks, it is possible to put plans in place to direct almost instantaneously as many people as possible

to safety in any emergency situation. This means that the consequence of any outbreak of fire or any other incident can be minimized.

Although this level of integration is not usual yet within the hotel and hospitality industry, the technologies in common use could be put to far wider - and more vital - use. The latest flat-screen digital TVs and wireless connectivity now common in many hotels around the world, could provide the facility to implement a more holistic approach to incident response. Both would increase the likelihood of guests and staff receiving relevant information and instructions concerning any fire or incident and would have the financial benefit of utilizing existing equipment without incurring the cost of additional resources. By following the lead provided by others, making smarter investments and making better use of existing technologies, the hotel industry can integrate all its fire, safety and security disciplines to make better provision for its guests' care and comfort.





Intelligent response for best protection

Today's integrated systems or solutions can prove even more invaluable. They are based on a rule-based approach, which determines the outcome based on information received from input devices such as fire detectors, intruder alarms and other systems. By adopting an approach whereby building technologies such as the heating, ventilation and air-conditioning systems



(HVAC), along with fire and intrusion detection and video surveillance are integrated on a common platform, different, pre-determined responses will be triggered by different events. They involve a variety of integrated detection and communication technologies that are able to interoperate and work seamlessly together to ensure that guests, regardless of their location can be contacted and guided swiftly and efficiently to a place of safety. They also facilitate the on-site communication of the emergency services to help the fire fighting, rescue and medical teams contain the incident and limit its effects and repercussions.

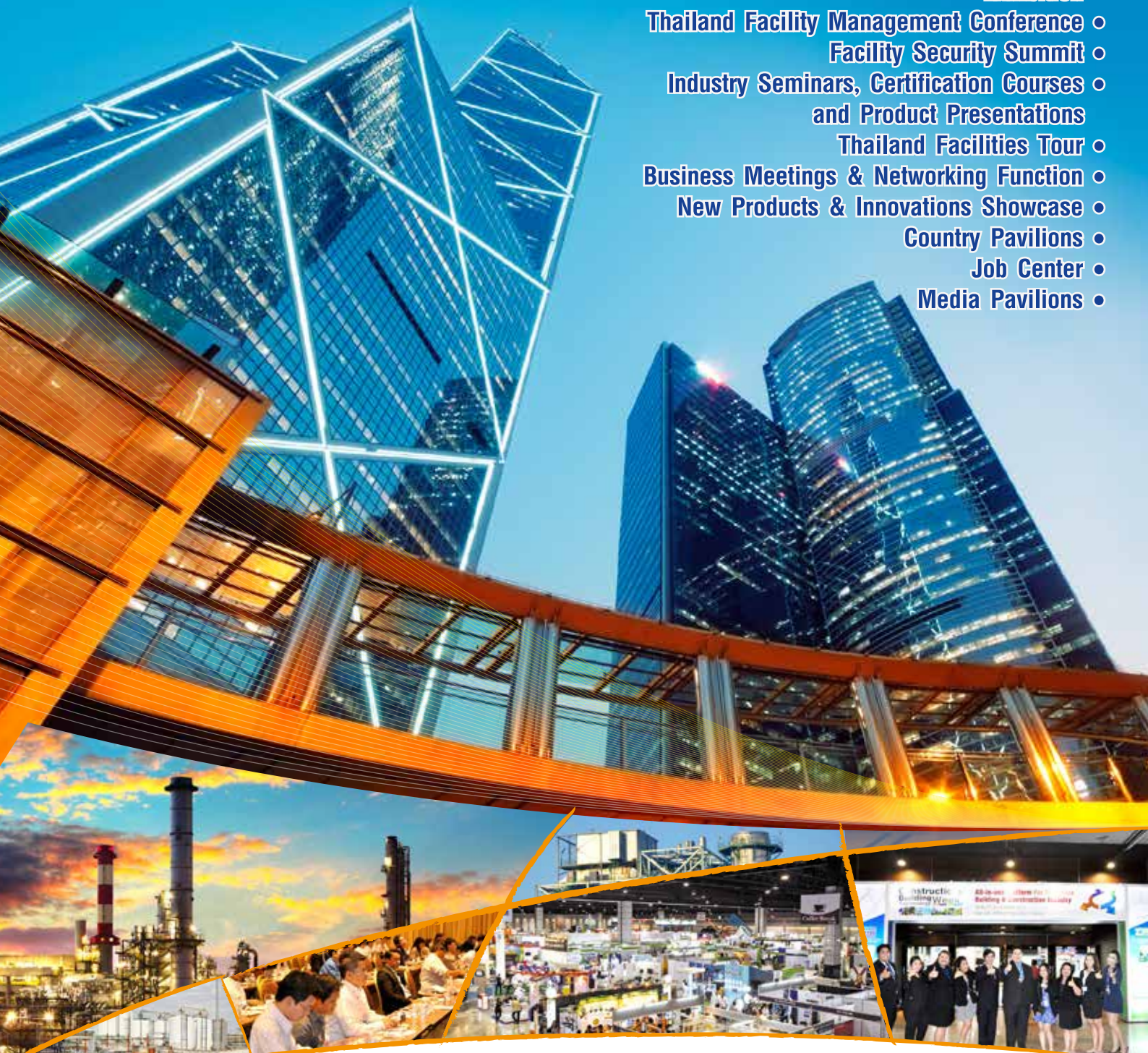
The solutions provided by today's leading manufacturers offer the hotel industry: early and reliable detection of fire in order to protect lives and limit the damage to properties; flexible and optimal adaptation to any hotel's building structure; tailored solutions for every part of the hotel; fewer false alarms caused by deceptive phenomena such as cigarette smoke, steam, exhaust fumes, kitchen fumes and sparklers; orderly and efficient evacuation if ever necessary; with fast and efficient installation with no interruption of everyday operations. **SST**



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Africa's Biggest Mall Amps Up Security With Surveillance Cameras

Background

Situated Morocco's largest city, the newly finished Morocco Mall in Casablanca, at 2.7 million square feet, is dubbed as the biggest mall in North Africa - if not the entire African continent. After four years and US\$260 million in the making, the sprawling complex featuring well-known designer and luxury western brands and a massive indoor cylindrical aquarium containing more than a million litres of water

opened its doors to the public in December 2011. An effective and comprehensive surveillance system would dissuade shoplifting and pickpocket activities while monitor and ensure the safety of staff and customers at the same time.

The Solution

CDVM, VIVOTEK's valued partner in Morocco, offered a complete video surveillance design with 76 pieces of VIVOTEK network cameras from

different product lines to better meet specific site requirements. Installation took place at the retail stores of various prestigious, internationally-renowned brands, such as H&M, Starbucks, Mother Care, American Eagles, Pinkburry and Chocolat de Neuville. For aesthetic reasons, the cameras chosen are stylistic and pleasing to the eye in order to blend in well with the interior design. High-megapixel fixed domes and speed domes, such as VIVOTEK FD8361, SD8121, FD8134 and FD8134V,





were selected for both the exterior and the interior of the complex. The cameras feature high picture quality and resolution, streaming videos at 30 fps with immaculate image details. In particular, six pieces

of FE8171V fisheye fixed dome cameras, the first of its kind from VIVOTEK, boast 3.1-Megapixel resolution and fisheye lenses for 180 panoramic view for wall mount and 360 surround view for

ceiling/floor/table mount with zero blind spot. Connected by VIVOTEK ST7501, an equally powerful video management platform, the cameras provide flexible and cost-effective surveillance options for the mall by ensuring that all activities are duly recorded and monitored by the security staff.



Feedback from customers

"Feedback from employees of Morocco Mall has been positive as they are greatly satisfied with the quality and design of the cameras from VIVOTEK, as well as the user-friendliness of the implemented software," said Simohammed Douras, technical director at CDVM. He believes that under the protection of VIVOTEK cameras, Morocco Mall will continue to attract regional visitors to the jewel of the African retail scene. **SST**

Luxury Hotel In Penang Implements Access Control Solution

Background

Hard Rock Hotel Penang boasts 250 chic rooms and suites with unprecedented views of the hill and sea. All rooms are fully equipped with DVD/CD players, a 32 inch LCD TV, iPod Docking station, Wi-Fi connectivity, IDD telephones and in-rooms safes. The hotel features five food and beverage outlets, including the famous Hard Rock Cafe, and a wide selection of leisure facilities including a 26,000 square feet free-form swimming pool – the largest swimming pool in Penang. Located at the famous Batu Ferringhi in Penang, the hotel is managed by Singapore based HPL Hotels & Resorts, a hospitality management company that also operates Hard Rock Hotels in Bali and Pattaya.

Securing the new hotel

The new luxury hotel turned to Salto Systems for a stand-alone smart access control solution.



The Solution

Salto's XS4 (hotel solution) is installed at the hotel. The installation was carried out by local Salto business partner Deltaprise, who supplied a fully integrated access control solution to the hotel.

The XS4 access control solution was developed with the needs of hotel in mind and features a range of hospitality-specific applications including the ability to remotely re-assign/transfer rooms, monitor on-duty personnel, track facility maintenance tasks, manage back





of the house doors using the same system and eliminate signing master keys in and out enabling staff to take their keys home if required.

The Hard Rock Hotel installation, Salto's first for the global chain, utilizes 254 XS4 electronic locks fitted to all the guest rooms and suites as well as to a number of sundry rooms, three XS4 offline wall readers that serve as access controls for glass doors and three XS4 offline wall readers for lift control.

The XS4 range needs no hard wiring and provides a totally wire free networked electronic locking solution with a great range of features. It incorporates distributed intelligence in both the lock and in the key. Locks are networked to the computer via the hotel's own front desk Opera management software, yet they need no wiring or WIFI infrastructure. The communication link is the intelligent key, it opens

individual rooms and acts as a two-way data transporter giving the hotel full control at all times while the key cards automatically store and convey information back and forth between locks and the controlling PC.

The Results

"We are delighted to have installed our class leading access control solution for one of the world's most exciting brands" said David Rees, managing director Salto Systems Australia Pty Ltd.

"Hotel installations are normally based on flexible time limited access which means that guests usually stay for short periods of time after which their access authorization is automatically withdrawn from the room lock and any further changes of the system require intervention at the lock with a "management card". With Salto and the XS4 solution, this is controlled via our Salto Virtual

Network (SVN) utilising distributed intelligence in both the lock and the key card.

SVN allows the Hard Rock Hotel to read, receive and write information from/to smart cards and revolutionises the traditional problems associated with 'key' control by eliminating the need to replace locks if security is breached due to the loss or theft of a key card. And, in addition, SVN's built-in audit trail facility can also be used as a management tool if required to check easily check who accessed a room and when" Rees continued.

Thomas Blachere, director of operations for Hard Rock Hotel Penang, said "We chose Salto for its system reliability and sleek looks. As an established fully integrated hospitality access control solution, it allows us to run the hotel smoothly and securely, both in terms of cost and efficiency". **SST**

Department Store In Korea Implements Security Cameras With Greater Clarity At Parking Entrances

The Customer

Lotte Department Store introduced modern retailing to Korea in 1979 with a charter conviction that the "customer always comes first." Lotte continues to place its highest priority on customer satisfaction and strives for on-going growth to ensure the prosperity of business partners and employees. With approximately 10,000 employees, the company operates 29 locations including a store in Beijing and another one in Moscow. The Lotte Department Store in Busan, Korea's second largest city, is located alongside the Lotte Hotel to form the shopping and leisure culture centre of Lotte Town.

The Challenge

G.H. Kim, manager of Lotte Department Store in Busan, was looking to improve the image



clarity provided by security cameras watching parking entrances. He explained that the store receives claims of damage to cars while parked in the store's lots. The previous system used cameras that provided resolution inadequate to supply a clear view of the exterior of cars entering the parking area. Lotte wanted to be able to confirm whether a car already had damage as it entered the parking lot.

The Solution

Kukje Electronics designed and installed a new video system using 12 Arecont Vision megapixel cameras. The equipment for the new system was provided by Envision,

a leading IP video surveillance provider in Korea that represents and serves as a distributor/reseller for major security manufacturers such as Arecont Vision.

A key component of the new system is the Arecont Vision AV2100-AI camera, a two-megapixel camera that provides images at 24 frames per second with light sensitivity of 0.1 lux at F1.4. The camera, which includes an auto-iris (AI) lens to provide image quality in variable lighting conditions, incorporates Arecont Vision's MegaVideo® image processing at billions of operations per second. Features include forensic zooming to zero in and view the details of live





and recorded video, simultaneous region of interest (ROI) viewing, motion detection and image cropping. Lotte selected Arecont Vision products based on the competitive price and after comparing the camera's performance to a competitor's model.



The new system is monitored locally at three car park entrances, and the expanded exterior surveillance system covering all three regions is monitored in a central management centre.

The Benefits

The Arecont Vision two-Megapixel cameras provide the needed improvement in video quality for the application at Lotte Department Store. They report that the video from the new system is noticeably much clearer than before. The Arecont Vision cameras also provide better quality and a more cost-effective application overall. The system has performed very well, and the customer reports that Arecont Vision has been responsive to their needs.

Lotte Department Store found that Arecont Vision cameras provide the best choice when camera



performance and video quality are priorities. The Arecont Vision megapixel-resolution cameras can also identify license plates or capture faces.

In addition to greater image clarity, megapixel cameras provide the ability to cover larger areas using fewer cameras versus conventional standard-resolution IP cameras, which helps to lower the total cost of ownership of the system. Megapixel cameras dramatically

decrease the costs of a system, with fewer software licenses, fewer lenses and a decrease in man-hours needed to install and monitor the system.

Lotte Department Store found that the picture quality and digital zoom capabilities of Arecont Vision cameras far exceed analog technology. Megapixel imaging represents a significant upgrade in system functionality compared to their previous standard-resolution cameras. **SST**



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Barcelona Shopping Mall Upgrades With Dahua IP Megapixel Cameras

Background

Heron City shopping mall is one of the biggest shopping centres in Barcelona, Spain. The mall is stationed with many street-popular brands, along with a wide range of restaurants and a big underground supermarket.

The Challenge

Like any place where large crowds of people gather, shopping malls are vulnerable to criminal activity. As a local popular shopping centre, Heron has its existing analog surveillance system but requires an updated HD demand, including high definition, fast transmission, versatile video management and etc. However, in today's Spanish market still uses a de facto analog system and people are not yet familiar with IP solutions, as the network setting is not as easy as the analog one.



The Solution

With great effort of IPTECNO VIDEOVIGILANCIA S.L., Dahua's local distributor in Spain and Working Security, a local system integrator, the mall executives decided to embrace IP technology, and Dahua IP system was finally chosen after rounds of competition thanks to its professional solution and excellent support.

The team took a reconnaissance to find out where to best deploy cameras before implementation as a strategic placement could efficiently prevent thefts, deter crimes as well as increase customer safety. Therefore, the mall executives took not only product performance but also camera design, disk capacity, ease of use, maintenance, and other factors into account. In addition, Dahua's camera models of SD6982A-HN, SD6582A-HN, IPC-HFW3200SP, IPC-HDW2100P and NVR models of NVR5832, NVR5208-P were used.

Two-megapixel IR bullet (IPC-HFW3200SP) and two-megapixel eyeball domes (IPC-HDW2100P) feature the design to meet the scenarios for both indoors and outdoors. Meanwhile, they are also vandal-proof in case of any malicious attempts. These cameras are perfectly designed for public open areas, entrances and exits, cashier in stores and parking lots.

The two-megapixel speed dome features Dahua in-house block

camera, rendering clear and crisp images, and its IR distance reaches up to 100 metres, ensuring a wide range vision at poor-lighting surroundings. The PoE NVR they adopted saves a lot of time and support eight-channel 1080P playback; meanwhile, it supports dual-stream recording, which is used to record the real-time main stream and extra stream of all IP cameras at the same time.

"IP business is growing slowly in Spain because of economic turmoil," said Jordi Bassa, general manager of IPTECNO VIDEOVIGILANCIA S.L. "It is important to have IP system with competitive price, Dahua has the kind of products which meets the market demands. With the implementation of this project, we do hope it will lead us to become a successful IP system provider." Jaime González from Working Security added: "we are happy to be involved in this case and expect to have further cooperation with Dahua and IPTECNO to introduce and accomplish more HD IP projects in Spain."

"I learned from IPTECNO that there are many public places using conventional system in Spain," said Elmer Zhang, sales director of Europe at Dahua Technology. "This is a great potential for IP and by this project, the end-user experienced the benefits from IP. Moreover, we also enhance the cooperation and trust with IPTECNO to better provide the right IP solution and services for Spanish market. SST

New Thai Resort Hotel And Spa Gets Secure With Access Control Solution



Background

Designed with Feng Shui principles in mind, Le Meridien Koh Samui Resort and Spa provides accommodation via an intimate selection of 77 stylish suites and villas. Le SPA at Le Meridien Koh Samui, offers private suites and a holistic mix of ancient and modern treatments; an ocean front infinity pool and a state-of-the-art fitness centre, offering daily Yoga and Pilates classes in addition to a wide range of water sports. A main focal point of the resort is a 224-metre floating ocean pier over the Gulf of Thailand, which provides a unique and inspired venue for private dinners, celebratory cocktail

parties, and intimate receptions. Called the “Coconut Island” Koh Samui is Thailand’s third-largest island and the hotel, located on an exclusive stretch of Lamai Beach on the island’s east coast, is part of the Starwood Hotels and Resorts Worldwide Group and is the brand’s seventh hotel in Thailand and 99th Le Meridien in the global portfolio.

Contactless access technology

Guests at the Le Meridien Koh Samui Resort and Spa can now experience the latest in contactless access technology thanks to Salto’s GEO electronic mortise cylinder. Working

in consultation with the hotel, the access control installation was carried out by local Salto business partner YUMO-Traders Co Ltd.

Khun Yupin Mongkolserm, director of YUMO-Traders said: “Thanks to over 10 years experience in the field of electronic access control solutions, and after listening to the clients requirements and what they wanted to achieve with their security system, we were able to specify a solution that was perfect for their needs. This was the Salto GEO Australian IP66 certified electronic cylinder in an attractive satin brass colour scheme which we knew would give the hotel a secure and reliable access control



system while saving installation time and costs."

Cheong Soon Huat, Salto business development manager for the Asia Pacific Region, explained: "Doors come in all types of shapes and sizes and they're made from many different materials including wood, metal, composites and glass, so we've developed the Salto GEO (Global Electronic Opening) Cylinder to be used with almost any type of door.

The Results

Salto GEO gives total control at all times over who is able to access what, where and when but it's more than just an electronic cylinder. It's also a powerful new dimension in wire-free access control technology that's part of our 360-degree wire-free solutions platform and is fully compatible with most RFID technologies.

It eliminates the need to replace locks if key security is breached due to the loss or theft of key cards and allows key cards and locks to be simply and quickly updated, restricted or deleted remotely. And thanks to its open architecture design, it can also connect with an existing security system to create a fully integrated platform, delivering increased efficiency, cost savings and complete access control flexibility."

A spokesperson for Le Meridien Koh Samui Resort and Spa said: "Our Salto GEO system and its HAMS 500 SQL software integrates flawlessly with our MICROS Opera property management software. This gives us the ability to continuously upgrade our security arrangements without having to upgrade our locks, saving us long term operating costs while providing the hotel with what it needs most - reliable, controllable, guest room security." **SST**





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Department Store In Hong Kong Uses Megapixel Cameras To Fight Retail Theft

The Customer

Lauren Bright is a leading wholesale and retail enterprise that specializes in importing European apparel and operates more than 40 outlets in major Chinese cities. Lauren Bright's Pinko store in Harbour City, Hong Kong features the Pinko clothing line, an Italian fashion brand designed specifically for young women.

The Challenge

When opening a new shop for the Pinko brand, Lauren Bright was looking for a video surveillance system to monitor internal staff and to provide anti-theft protection. They were looking for high-resolution imaging to do the job more effectively. As always in the retail environment, overall system cost was a consideration.

The Solution

Arecont Vision megapixel cameras were chosen for installation in the store based on their clearer, high quality images and the ability to increase operating efficiency, according to Jerry So, sales manager, ADT Hong Kong Ltd.

ADT Hong Kong designed the video surveillance system and performed the installation. The integrator is the Hong Kong branch of ADT, the leader in electronic security solutions, specializing in design, sales, installation and monitoring





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services for more than 7.2 million residential, commercial and industrial customers worldwide. With \$7 billion in annual sales, 60,000 employees globally and operations in more than 40 countries, ADT protects 90 per cent of the world's Fortune 500 companies and more than 80 per cent of the world's top retailers.

The integrator and end-user evaluated analog cameras for the installation but decided instead to go for the superior image quality and expanded functionality of a system based on megapixel video. Cameras installed at Lauren Bright's Pinko store were four Arecont Vision 1.3-Megapixel cameras and Arecont Vision's AV2155DN, a two-Megapixel day/night camera.

Arecont Vision's 1.3-Megapixel camera provides 1,280 x 1,024 pixel images at 32 frames per second using a half inch CMOS sensor. Capabilities of Arecont Vision megapixel cameras include motion detection, image cropping, region-of-interest viewing and the ability to zoom into an image after it is archived (forensic zooming).

Arecont Vision AV2155DN is a two-Megapixel MegaDome® camera that provides 1600 x 1200-pixel images at 24 fps, with low-light sensitivity of 0.1 lux at F1.4. The MegaDome® all-in-one integrated camera, lens and IP66-rated environmental dome housing use a 1/2-inch CMOS sensor and Arecont Vision's MegaVideo® image processing at 80 billion operations per second. The camera employs H.264 (MPEG 4, Part 10) compression to minimize bandwidth and storage requirements while maintaining real-time image resolution. The day/night model used at the Pinko store features a motorized IR cut filter. The dome features a camera gimbal with 360-degree pan and 90-degree tilt adjustments.

The network video recorder is supplied by Genius Vision Digital, Inc. (GVD) and is fully interoperable with Arecont Vision megapixel cameras. The Pinko system is monitored centrally from a main control room. A hard disk drive (HDD) provides one terabyte of storage. Arecont Vision works closely with industry leaders such as GVD to ensure integration of Arecont Vision's megapixel cameras with their NVR platforms.

The Benefits

The system has performed well to date, and Arecont Vision has been responsive to the needs of the user and integrator. The improved video quality of megapixel imaging is especially important in retail applications. For example, better video quality makes it more likely an operator could clearly see the denominations of paper bills changing hands in a questionable point-of-sale transaction.

The picture quality and digital zoom capabilities of Arecont Vision cameras far exceed analog technology and allow retailers to retrieve usable video that can be used as prosecutable evidence. Megapixel imaging represents a significant upgrade in system functionality compared to standard-resolution cameras. In addition to lower bandwidth and storage requirements, megapixel cameras can dramatically decrease costs related to other elements of a system, such as fewer software licenses, fewer lenses and a decrease in man-hours needed to bring it all together. These advantages play especially well in the retail environment, where costs are always a consideration.

This application of megapixel cameras to provide unparalleled image quality and resolution in a small retail environment illustrates the flexibility of megapixel solutions and their cost-effectiveness for a wide range of uses. **SST**

Top Luxury Resort Complex In Malaysia Implements Contactless Electronic Access Control System

Background

Set among 160 acres of lush tropical gardens and nestled among the rolling hills of a palm plantation yet just a 35 minute drive from Kuala Lumpur airport, Malaysia's top luxury resort complex, The Club at The Saujana is one of the latest additions to GHM Hotel's worldwide portfolio of luxury hotels and resorts. It takes its name from an old Malay expression meaning – as far as the eye can see – and The Club at The Saujana occupies two completely renovated

and remodelled buildings. These consist of 105 low-rise rooms and suites, adjoined to two championship golf courses. Each is distinctively designed and luxuriously furnished in a contemporary Asian chic style with relaxing colour palettes and dark wood floors. Attention to detail is as you would expect and even includes an iPod dock in every room.

The Challenge – securing the hotel

Discrete but effective security is the

order of the day. The owners and developers knew that fitting the latest contact less electronic access control technology could deliver significant operational benefits and advantages to the resort so this became an integral part of the re-development plan from day one.

The Solution

So with a clear objective in mind, the system that has been specified, installed and commissioned by local Salto distributor My Datacet, consists



of a total of 111 XS4 stand alone wire free electronic locks and these are fitted to 105 guest rooms, four butlers pantries, a F&B storeroom and an external garden gate. These are networked and interfaced via SALTO's powerful SVN Virtual Network software and are joined by two strategically located contactless wall readers and a key card programmer.

According to Ivan Khong of My Datacet: "We were delighted to win such a prestigious contract. Although it did prove quite a complicated project due to very high standards of installation and finish required, we relished the challenge. Access to doors around the resort is now controlled via logo printed Mifare smart cards for guests, and electronic key fobs for staff. These are allied to Salto's XS4 locks in a contemporary black finish which

now control each door.

Each lock has its own battery power source and built-in card reader which identifies the user, whether it is a guest's card or a staff member's key fob, interrogates their access rights and then either opens the lock or refuses entry. This provides The Club at The Saujana with the control they need yet gives them the flexibility to easily grow the system to meet their ongoing security requirements."

Tim Bilfinger, manager of The Club at The Saujana agreed: "The security of our guests is paramount. As part of the remodelling of the resort we were keen to move with the times and wanted to upgrade to something more state-of-the-art. While looking at ways of doing this we realised that a whole host of issues that had previously been

of concern to us, such as the need for greater guest security and the monitoring of staff movement for example, could easily be addressed with the latest in wireless access control systems. We chose Salto because their solution offered us all this and a great deal more. They also had a very proactive attitude towards all our various requests."

David Rees, managing director Salto Systems Australia Pty Ltd, commented: "Resort installations are normally based on flexible time limited access. In practice this means that guests usually stay for short periods of time after which their access authorisation is automatically withdrawn from the room lock and any further changes of the system require intervention at the lock with a "management card". With the Salto system this is controlled via our Salto Virtual



Network (SVN) utilising distributed intelligence in both the lock and the key card.

In practice this means the locks are networked to the resort computers, providing full control of the property yet they need no hard wiring or WIFI infrastructure. Both the key card which is contactless and the lock, use Read/Write technology for two-way communication. This can not only open the guest's room, but thanks to the built-in lock and on key audit trail facility, the resort can also easily check who accessed a room and when." Bilfinger continued: "One of our main requirements was the flexibility to control the access and movement of guests and staff within the resort - not just through the bedroom doors. To achieve this we needed a modern, user-friendly single system that was going to be compact enough to work on all the doors and still be reliable.

As you can imagine resort doors are opened many thousands of times over during the course of a year by housekeepers and guests alike, so reliability is of prime importance. We chose Salto because it enables us to offer a safe and user-friendly door locking system to our guests that guarantee both their privacy and security at the same time. And now that it's installed and in every day use, we're finding two features of the system particularly useful. This is the ability to track entries to individual rooms via the audit trail and the fact that there is no need to replace locks and keys if a guest loses their card or a staff member loses their key fob - we can delete it from the system simply and quickly." **SST**



Shopping Centre In Thailand Overhauls Its Surveillance System

Background

Siam Paragon, the eponymous shopping centre built by Siam Paragon Development Co. Ltd., opened its doors to the public in 2005. The complex was well received and has since enjoyed over eight years of steady fanfare, enough time and growth to warrant a comprehensive CCTV system upgrade.

Mission

Overhauling the eight-year-old CCTV system involved a delicate process of replacing the original coaxial cable with a new UTP cable. Both systems had to be fully operational for the entire duration of the swap, running parallel to each other until the new cable was successfully in place. Only once the new CCTV system was completely installed could the old system be disengaged. Aside from the tricky hands-on aspect of the upgrade, time pressure further presented a twofold problem. First of all, the project had to be completed within four months. Even under normal circumstances that is a relatively tight

deadline, but there was yet a second catch: work could only commence after shopping hours. When the Siam Paragon closed its doors for the night, a new wave of activity was set in motion on the inside. Thankfully the team was able to pull off the project in due time, and the migration to VIVOTEK's new system proved fruitful.

The project served as a testament to the nature of VIVOTEK's clientele. The discerning customers in Thailand have an eye for quality, which was the only factor they had to consider given their flexible budget. They compared VIVOTEK products to those of the industry's top five leading brands and decided on upgrading to VIVOTEK's full IP CCTV system. VIVOTEK's Supreme Series products come with an impressive host of features, including full HD, WDR sensors, IR illuminators, and top of the line day/night cameras. For VIVOTEK's distributor TSOLUTIONS, who won the bid for this project, the choice was obvious. Siam Paragon installed a total of 700 cameras ranging from five of our models: FD8161, FD8162, SD8362E, IP8362, and MD8562.



VIVOTEK's cameras, coupled with intelligent video system NVR, provide the option of full function analytics: People counting evaluates the number of visitors per given period of time; Point-of-sales integration assists in Loss Prevention, allowing desired footage to be accessed almost instantaneously; Face Detection captures the face images and indexes them for easy investigation, should the need arise. Using this technology any suspicious activity or alarm triggering events can be analysed with ease. The integration of this system with VIVOTEK's

cameras not only provides great image quality, but also ensures that customers at Siam Paragon have a safe and secure shopping environment.

Results

After Siam Paragon migrated to the new IP CCTV system, the upgrade exceeded BAS manager of Siam Paragon, Wornphom Kerdniyom's expectations, "We can see major improvements in the image quality, especially during strong sunlight. The increase in resolution from D1 to Full HD is also remarkable, now we can get clear visuals of customers' faces from 15 metres away." The system utilizes a comprehensive networking design as a module, meaning there is no single point of failure, a brilliant safety feature to which Wornphom remarked, "the system comes with a brain that accurately triggers the alarm, and it does so right upon setup, it's very intuitive. If we have an intruder entering a hot zone, the alarm is set off and our operators can respond in real



time. Besides, we provide the back-up storage inside SD Card of the camera itself to ensure that in case of network congestion problem, we still got the video footage, together with NVR Failover system, when some NVR got problem, we can move that NVR to record in Failover Server Instead." With the new system in place, Thailand's top shopping centre just got a little bit better. **SST**

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Restaurant In Kuala Lumpur International Airport Keeps Travellers Safe With Powerful Surveillance System

Background

Malaysia is one of Southeast Asia's top travel destinations, possessing an extensive range of attractions and activities that cater for the cosmopolitan shopper, culture enthusiast, history buff and nature lover. The airport is always filled with travellers.

The Challenge

The constant flock of tourists has kept the businesses in the airport thriving, yet at the same time, brings various safety concerns to the owners and the airport authorities.

Sushi2Go a Japanese fast food restaurant specializing in sushi take-out services for busy travellers on the go, located in the Low Cost Carrier Terminal (LCCT) in the KL International airport recently experienced challenges in its surveillance system setup.

The Solution

The solution and the equipment were provided by VIVOTEK and Taching Electronic Sdn. Bhd, distributor of VIVOTEK in Malaysia. According to Steve Chow, sales manager of Taching Electronic Sdn. Bhd, the owner of Sushi2Go was in the process of developing business strategies to enhance his business and improve sales performances. Security cameras could not only help track the traffic flow and the general surroundings of his store but also maintain quality control for better customer services. Most importantly, they play a vital role in combating criminal activities, such as internal as well as external thefts, robberies, vandalism and other incidents resulting in inventory shrinkage.

Though it was the first time for the owner of Sushi2Go



to deploy a surveillance system for his store, he was well aware of the benefits and importance of a high-megapixel and high-definition camera. He approached industry experts from Taching Electronic Sdn. Bhd for their expertise and consultation on the system design and implementation process with the layout plan of the store. After reviewing comparisons between analog cameras and network-based high-megapixel cameras, the owner of Sushi2Go chose VIVOTEK IP8132 as the monitoring device.

VIVOTEK IP8132 is an ideal solution for indoor surveillance, as it tends to blend in well with the interior design. This compact, elegant model thus becomes a favourite of many system integrators, particularly for installation against the wall. With adjustable mounting brackets, the IP8132 can be easily installed at various spots, corners, angles and other tight spaces on the premise. Such feature is predominantly prevalent in the retail vertical market because the end-user often



needs to supervise multiple areas, such as the office, the storage, the push-carts, the entry point, each of the kiosks, each of the cash registers, each of the line-ups and many more. User-friendly and hassle-free installation process facilitates the possibility of having such demands met because the installers mount the camera practically anywhere he wants.

Other considerations which prompted the store owner to go with VIVOTEK IP8132 included the price, the performance, the image quality and the ability for off-site monitoring. According to Steve, the owner was very happy with the total package offered by VIVOTEK. First of all, the IP8132 was extremely cost-effective. Not only was it well priced, it was equipped with more advanced features than any retail end-user could bargain for - one-Megapixel sensor, viewing resolution of 1280x800 at 30 frames per second (fps), tamper detection, multiple streams, bandwidth saving functions, privacy button to pause monitoring and much more. The store owner was

also satisfied with the 32-channel recording software that came with the camera. With VIVOTEK iViewer, he was able to view and access footages real time via his smart phone or tablet. Such remote monitoring is important to him as well as many retail owners as they are sometimes physically away from the store.

The Results

According to Hughie Dang, senior sales executive of Taching Electronic Sdn. Bhd, the store owner has seen better performances from his staff and the quality of the services has also improved as the result. The owner is most pleased with the enhanced safety for his store as well as his customers, who could enjoy their sushi meals without having to worry anything - other than the time of boarding, of course.

Furthermore, Shauki Ahmad, systems integrator at Blitzen Engineering and Automation, who worked closely with VIVOTEK and Taching Electronic Sdn. Bhd on this project, expressed strong interests in recommending VIVOTEK cameras to other locations of Sushi2Go as he was extremely impressed with the products and the professionalism presented by the team of experts, who had been supportive in assisting the user with inquiries, feedback as well as warranty issues with the products. "With such great success following the retail application at Sushi2Go, we will be looking forward to work more closely with VIVOTEK to build a stronger business relationship to increase the market share and publicity of the brand in the surveillance market throughout Malaysia and surrounding regions," said Ahmad. **SST**



Premier Shopping Mall In California Beefs Up Security

Background

Located just minutes from downtown Sacramento and the California State Capitol, Arden Fair Mall is the premier shopping destination in an area that serves more than one million residents.

The Challenge

The mall facility, managed by Macerich – one of the largest owners, operators and developers of major retail properties throughout the country – spans 1.2 million square feet on close to 75 acres. With so much ground to cover, mall management knew it was crucial that security be beefed up from the mall's previous coverage of just a few fixed cameras and a VHS tape deck.

The Solution

The difference between our old system and the new one is like night and day," said Steve Reed, Security & Guest Services manager. "We only had 19 cameras compared to the 128 cameras we have now, and the quality of the images is excellent. We wanted something that would be able to monitor mall property while helping shoppers feel safe, and we are very pleased with how the system has turned out."

System integrator, Jim Williams of CIS Security/HBE in Washington, DC, said that CIS does all of Macerich's properties across the





country, including the Arden Fair Mall. "They were having significant problems throughout the property with their older-based system, so we put in a completely new infrastructure, installing Spectra IV Dome Systems, DX8116 Digital Video Recorders, Pelco LCD monitors and a System 9770 Video Matrix. "I selected Pelco products because I've been dealing with Pelco for years, and I always get phenomenal customer support," Williams continued. "Pelco has quality products and everyone is a team player."

With most of the mall's square footage now covered with this new state-of-the-art video security system, little is left to chance. "The old VHS system wasn't digital, of course," Reed said. "Now we can find and select any video clip almost instantaneously and get it to the police if necessary. We also have close to 100-percent coverage now, including the parking lots, the exterior and interior of the mall, including the back service corridors behind the shops."

The ability to capture slip-and-fall incidents was an added benefit for the risk management aspect of their business. "We have positioned our cameras in locations that are more conducive to capturing an accident as it's happening, such as at escalators. We have cameras at every key location, including in hallways near drinking fountains where there's a chance of water spilling," Reed said. "Obviously the new system has enhanced the visual backup, which can preclude liability and show when and how something happened. It's working out great."



Although not installed in response to a particular incident, Reed indicated that since completion of the Pelco video security system, the mall has definitely seen a drop in security-related incidents. "What I didn't realize was the impact it would have on crime prevention and also how it enhances prosecution."

Instant Success

"Compared to the same period from last year, incidents have been cut in half. In the past, two-thirds of the incidents were on the exterior, where we didn't have coverage," Reed said. "It's important that people know what we have in the way of security. Before the new system, there were those who took advantage of what we didn't have."

Reed said that multiple people are also now able to keep a watch over situations as they happen. "Not only from the dispatch centre, but also in the security office. We have four sets of eyes looking at the cameras, up from one set. It's quadrupled." According to Reed, most criminal activity caught on camera has led to prosecution. "The quality of the images is so good, they just plead guilty. Of the incidences we give to the police, we're running a 90 per cent success rate."

One recent incident involved a woman at the mall who got distracted at an ATM machine and left her card behind. A man saw her leave, pulled out some money and tossed the card. "He thought he had gotten away with it," Reed said. "The image was so clear that we could see him put the money in his pocket and throw the card in the trash."

Sergeant Matt Young, public information officer with the Sacramento Police Dept. said, "Systems like this one are extremely effective in combating criminal activity within a public environment. The Arden Fair Mall security staff, along with their high-tech surveillance system, has been instrumental in the apprehension and successful conviction of numerous offenders." "I've always been a believer that Pelco has the best systems around," Reed said. "And the consultant we hired also felt this way. It's a superior product." **SST**

THE HARDEST JOB IN SECURITY? KEEPING A MULTI-SITE RETAILER SECURE



By: Dan Wan, UK Marketing Lead,
Honeywell Security



Introduction

Being a security manager in a big, multi-site retail company is not for the faint hearted. Take any major multi-site UK retailer as an example and consider how complex their respective sites are. From a 24 hour megastore on the outskirts of a major city, right through to a small store on a village corner, these retailers also have to cope with the challenge of having a number of different types of facility all on one site; a warehouse or storeroom, a car park, a shop front, a staff area, sometimes even a petrol forecourt.

Make no mistake, retail environments are complex, and for this reason can be difficult to properly secure. However, emerging trends like cloud solutions, mobile apps and integrated security solutions are helping security managers to respond by facilitating the process of managing multiple staff, contractors and customers at the same time as managing costly theft and shrinkage from outside and within. By partnering with the right manufacturer, security managers are increasingly able to control the security of their sites quickly, efficiently, cost effectively and – crucially – comprehensively.

Integrated access control systems for a multi-site retailer

One major challenge for a security manager charged with overseeing the safety and security of people and assets for a multi-site retailer is access control for employees. With multiple staff – shelf stackers to senior managers – often moving from site to site, how do security managers ensure that the movement of people across the various parts of the business can happen smoothly and efficiently, without compromising site safety? Also, in an industry like retail - with high levels of seasonal labour and employee churn, it can be difficult for security managers to keep up with the rapid rise and fall of access requests.

In this context, integrated access control systems are quickly becoming the retail security manager's best friend. Solutions on the market today – in addition to



software development kits like Honeywell's own HSDK – allow the integration of an access control system with other systems like HR or payroll. This automatically updates access credentials based on changes to a staff member's employment status. In addition, by centrally managing all access control functionality, it ensures that, say, five members of staff redeployed from a quiet store to a busier one at Christmas time can instantly access the building in order to stock the shelves and ensure the shop is ready to serve its customers.

Managing internal fraudulent activity

Another issue commonly faced by security personnel at multi-site retail companies is managing internal fraudulent activity. With so many staff on the shop floor, and many of them completing a range of different tasks at different times during the day in different buildings, it can be challenging to identify patterns of behaviour that might indicate foul play. This opens up loopholes for unscrupulous employees and, over time, can cost the retailer a significant amount of money in lost revenues.



Again, technology has come to the aid of the security manager here too. The integration of Point of Sale (POS) systems like cash registers and checkouts with video - and the use of logical security to identify staff in cash offices - is slowly eliminating this issue by tying suspicious activity to a specific employee, and allowing the on-site security managers to quickly investigate, identify and deal with the staff member in question as appropriate. In a fast-paced retail environment like a big supermarket or department store - with a high circulation of staff - these innovations have helped security managers to seriously clamp down on fraud.

Different security systems to suit different scenarios

A multi-site retailer also requires a range of different types of security systems to suit different scenarios. For example, an access control system in staff areas, an intruder alarm in the warehouse, an automatic number plate recognition (ANPR) solution for the petrol forecourt, a video analytics solution for the car park, a full CCTV solution for the shop floor. Complicated, yes. But worse, what if the different systems don't talk to each other? Imagine the man-hours wasted managing each solution separately or dealing with maintenance and repairs in a silo. No well-run business can afford to hemorrhage staff hours and cash.

Integration to the rescue

Working with trusted manufacturers - who are capable of providing a full range of products that integrate with





each other – is allowing security managers in large retail sites to manage all of their systems through one central interface. One global system for multi-site security requirements makes perfect sense. It means one system to learn and operate, delivering savings in resources, training time, and system management. It also cuts the costs and inconvenience of dealing with multiple vendors for security needs, delivering a co-ordinated approach to maintenance, upgrades and overhauls, minimising business disruption.

The final concern faced by a security manager dealing with multiple retail sites is the fact that, until cloning becomes mainstream, we physically can't be in two places at once. It's not uncommon for a security manager to be faced with a range of different urgent 'asks' - grant access to an employee in a certain part of the facility, investigate an alarm in a warehouse and run an update on the access control system – all at the same time. In a high pressured, busy environment like retail, waiting an hour often just isn't an option.

Thankfully, technology enabling remote management of security systems has improved in leaps and bounds. Now it's possible for a security manager to complete

tasks in multiple areas all from one place through a single-screen login. In addition, the growth of mobility – laptops, tablets, smartphones – means that, with best in class security systems, retail security managers are empowered to complete urgent tasks 'on-the-go', allowing them to operate at full capacity, and delivering significant savings in manpower resources.

Conclusion

In summary, retail is one of the toughest sectors for a security manager to operate in. Threats to site security come in many varied forms. A drive-off on the petrol forecourt; A theft from the confectionary stand; An employee with their fingers in the cash register. Each problem has an antidote, but often all of the dots don't join together. The potential for wasted hours, lost revenue, retail shrinkage and inefficient operations is huge. Nowhere are the benefits of integrated security solutions from a trusted manufacturer felt so keenly, and appreciated so much. **SST**

Electrical Substation In Norway Implements Thermal Imaging Cameras For 24/7 Traffic Monitoring And Roadway Surveillance

Background

In modern society life without electricity is unthinkable. If we are cut off from the grid for an extended period of time this could potentially cost more than just money. With hospitals and other emergency services depending on electricity an extended power failure might cost lives. That is why the Norwegian government and energy companies like Lyse Energy have started enhancing the security at critical points in the electricity network with thermal imaging cameras.

One of the locations where thermal imaging cameras were installed to enhance the perimeter protection is the Lyse Energy electrical substation at Stavanger, Norway. The company that installed the thermal cameras is Noralarm AS. This Norwegian security company is also responsible for manning the control room. NorAlarm is one of Norway's leading alarm and security companies and the only one in the region with its own police and insurance-approved (FG) alarm monitoring centre operative 24/7, 365 days per year. Established in 1998 the company's primary activities are within the supply of operational services, together with sales, design, installation and maintenance of high-tech security solutions linked to a dedicated alarm centre for the professional and private market.

Ensuring continuity of power distribution through the electrical substation security is of utmost importance, to prevent damage due to vandalism or terrorist attacks. But there are other threats as well, explained Torje Knag, ceo of Noralarm AS. "Breakdown caused by wear can be very dangerous as well, not to mention very costly. That

is why we decided to include on-line thermographic monitoring in the security system. By constantly monitoring several key parts of the electrical substation we

ensure that faults are detected as they develop. In that case the energy company can reroute the power through other parts of the infrastructure, to prevent immediate breakdown. This buys the repair teams some time to order parts and plan the repairs." This combined alarm system, including a perimeter protection intruder alarm and online thermographic temperature alarm ensures a high return on investment, according to Knag.

Other methods produce too many unwanted alarms



For the perimeter protection system Noralarm AS used FLIR SR-Series thermal imaging cameras. "I have visited several other pilot projects with other intruder detection methods, such as sensor cables and visual light closed circuit television (CCTV) cameras and in my experience these technologies do not work", adds Noralarm sales manager Mikke Ståhl. "Those other technologies simply produce too many unwanted alarms to function properly." To bring the amount of unwanted alarms down to a more acceptable level at the Lyse Energy electrical substation, Noralarm investigated the use of thermal imaging cameras instead. "Thermal imaging cameras combine really well with video analytics software compared with regular CCTV cameras", explained Ronny Hjørnevik, installation manager at Noralarm. "Since thermal imaging cameras produce thermal imaging footage based on the infrared radiation emitted by the scene they provide high contrast thermal images in all conditions. No matter the weather and lighting conditions, the thermal footage will clearly show intruders in the high contrast thermal images. This gives the security system a much higher consistency in detection performance." This combination of video analytics software with thermal imaging cameras also reduces the unwanted alarm rate, added Hjørnevik. "The thermal contrast between a person and his surroundings is much bigger than the colour difference in most situations. So for a CCTV camera based intruder detection system to be accurate its sensitivity needs to be very high, but this

leads to a large amount of unwanted alarms. Due to the high contrast between an intruder and his surroundings in the thermal image the sensitivity of the detection can be set much lower for a thermal imaging based intruder detection system, leading to a much lower unwanted alarm rate."

Extremely low unwanted alarm rate

"In fact, the unwanted alarm rate at the Lyse Energy electrical substation is next to zero", added Ståhl. "In my experience other technologies like CCTV video detection, sensor cables and such cannot reach such a low unwanted alarm rate without compromising on intruder detection".

For the perimeter protection of the Lyse Energy electrical substation in Stavanger FLIR SR-Series thermal imaging cameras were used. These cameras contain an uncooled Vanadium Oxide microbolometer detector, which in the case of the Lyse Energy substation produce thermal images at a resolution of 320x480 pixels, but FLIR also offers models with resolutions of 640x480 pixels or 160x120 pixels. To enable these cameras to cover the entire perimeter without flaw FLIR also offers a wide variety of optics. "Incorporating the cameras in a security network is relatively simple", said Hjørnevik. "We linked the analog video output of the FLIR SR-Series cameras to video encoders which digitize the footage. Then it is





sent over Ethernet to the local server, which analyses the footage and sends the footage and alarm data to the central Noralarm control room in Stavanger.”

Thermography cameras for on-line condition monitoring

Apart from the thermal imaging security cameras the security system also includes thermography cameras for on-line condition monitoring. According to Ståhl, Noralarm included the thermographic temperature alarm

system in the installation to increase the installation’s ‘value for money’.

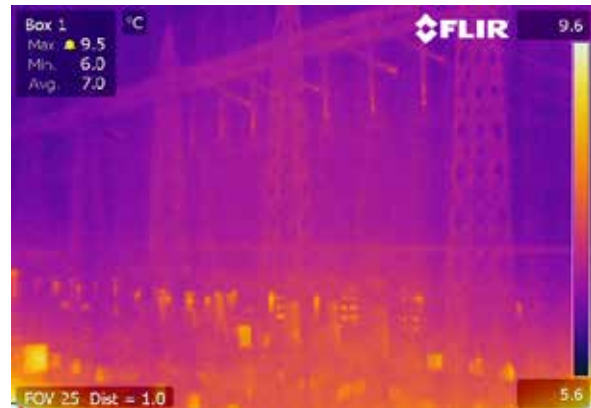
The thermographic thermal imaging cameras included in the system are FLIR A310 thermal imaging cameras, which are mounted in a waterproof housing. These radiometric thermal imaging cameras produce thermal images at a resolution of 320x240 pixels. Each pixel in the thermal image is non-contact temperature measurement with a thermal sensitivity better than 50 mK (0.05 degrees Celsius), enabling it to capture the finest image details



and temperature differences. The built-in logic, memory, and data communications allow them to compare the temperatures in their images with user-defined settings, and send that data to a central monitoring station for trend analysis and alarm functions. In the case of the Lyse Energy substation in Stavanger the thermography monitoring system will automatically sound the alarm if particular areas within the thermal image reach above the previously determined threshold temperature.

Added value

"The four FLIR A310 thermal imaging cameras that are incorporated in the alarm system continually monitor the critical parts of the substation", explained Ståhl. "If any part of the monitored equipment rises above the threshold temperature an alarm will go off. The energy company can then reroute the power to prevent breakdowns and given the fact that these breakdowns cost a lot of money I think the added value of this thermographic system is definitely one of the reasons why Lyse Energy chose our security system for this substation and not one of our competitors."



By combining the advantages of FLIR thermal imaging security cameras with thermographic on-line condition monitoring Noralarm has provided the Lyse Energy substation with the best all round security solution currently available. With this security system Lyse Energy can ensure that its end users receive a continuous energy supply, undaunted by vandalism, terrorism or breakdowns caused by failing components. **SST**

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Integrated Video Platform Enables Learning At The University Of St Andrews Medical School

Background

The University of St Andrews School of Medicine was established at the North Haugh campus in St Andrews, Scotland in 2002. It was built to take advantage of the latest learning technology and teaching methods. The School of Medicine has over 100 staff, including academics, research, technical and secretarial employees. It offers the first three years of a seven-year medical degree to approximately 460 students.

The Challenge

"We wanted to enable our students to build a comprehensive video portfolio proving their practical capabilities in key clinical and communications skills. Data security and ease of use were the two primary system considerations.

There was also a need for students to interact with their recorded video clips to bookmark sections of video - noting good or poor practice and areas for improvement," stated Julie Struthers, learning technology consultant, St Andrews University School of Medicine. "Scalability was another key requirement for the new video capture system. For example, simultaneous recording of up to 46 clinical skills exams was required. We looked at existing systems in medical institutions around Scotland but found none that met all these requirements. MedVu had to be designed from scratch, working with Milestone and its partner, King Communications."

Milestone's own professional services team was enlisted to program customizations of the video monitoring and capture system, using the Software Development

Kit (SDK) for Milestone XProtect Enterprise. The system went live in August 2012.

MedVu system components

The primary focus of the integrated MedVu video system is in the Clinical Skills rooms where 'bed head' bays provide the equipment for students to practice skills such as venipuncture, upper limb examinations and cardiopulmonary resuscitation (CPR), by working on simulators while video recording these practical exercises for use as part of their portfolio. MedVu provides recorded evidence that the medical students are competent in a range of practical skills. Altogether 84 cameras have been installed by King Communications throughout St Andrews University School of Medicine. Cameras are

located throughout the school. In a consultation room attached to a research lab, four cameras installed over a bench view patients eating, as part of an on-going research project into eating disorders. To monitor the development of communication skills, two cameras are located in each of six interview rooms. These resemble doctors' consultation rooms, where medical students practice developing rapport and investigating medical history, working with actors posing as patients with specific medical conditions.

Secure web portal based on Milestone platform

The video of the Communication Skills training exercises can be viewed on large screens in tutorial rooms nearby. Recordings are reviewed by peers and tutors, normally with the student who has just completed the exercise. The sessions can also be seen from a central technician's room, monitoring the practical skills exams of up to 46 students being assessed at the same time. Once the hardware was installed, King

Communications designed a web portal that enabled students to view and bookmark their video clips via a secure web browser. Milestone's professional services team created a batched export process that enabled the videos to publish to this web portal. Security of recordings was important, so the video portal was configured for control over which video clips are shared and with whom, with the student as the originator and owner of that video. Other teachers and pupils must be authorized to view each clip by the video's originator. Usernames and passwords further protect access to the system.

Front-end system based on Milestone XProtect Smart Client

The Milestone XProtect Smart Client interface forms the basis of the front-end system used by students at each bed head bay, controlled via touch-screen display monitors. This enables rapid and intuitive management of the video recording. Ian Gordon, digital media developer, St Andrews University

said, "The level of sophistication is perhaps only made clear when evaluating equivalent systems. For example, another system we had looked into enables students to shoot videos on their own iPads, but saving, securing, recording and archiving would all be left to them. Videos could disappear if not saved properly. Devices could go missing or be broken. Video evidence could be compromised."

Project success based on simplicity of use

The key to making the video capture system work for St Andrews University School of Medicine was having a small team focused entirely on optimizing the system to ensure that it met specific learning goals for teachers and students. Struthers reported that students are able to practice clinical skills on dummies during weekends or evenings when no staffs are around. It gives them time to practice a procedure several times, making several recordings before reviewing the clips and selecting the best one to add to their video portfolio.





HD video, audio and unique web portal

Axis 215 standard definition and Axis 5534 high definition pan-tilt-zoom (PTZ) network cameras were specified to provide high quality video images at 25 frames per second. These are integrated with external networked microphones. Speakers are positioned to relay instructions to students from the central control room. Indicator lights in the Clinical Skills bay ceilings flash red when recording is in progress. Milestone XProtect Enterprise enables easy recording and management of the video. The XProtect video management software (VMS) integration with



the university's campus-wide Microsoft® Active Directory ensures that access is restricted to enrolled students only.

Open platform allows future developments

MedVu is now being integrated even more tightly with the Galen Curriculum Management System (CMS) which stores students' entire evidence portfolios electronically. Users of Galen CMS will log on to this single system to view their whole portfolio, including video evidence held in MedVu. The seamless integration means that they will not be aware when they are moving from Galen to MedVu. There are

also plans to enable remote scoring of Objective Structured Clinical Exams (OSCEs) by providing secure access to MedVu, so independent examiners can view the video clips. These 'Video OSCEs' will enable remote and objective grading of practical exams alongside others recorded at the same time.

This could create a level playing field, eliminating the inevitable differences that occur when a wide range of examiners score practical exams. It also removes management issues of organizing over 30 external examiners to stand inside each bay to score the OSCEs as they take place. There would be the added advantage of being able to pause a video when they get tired and return to it later, refreshed. Students will also be able to create video playlists for specific review meetings, peer appraisal and showing to examiners. The Galen system has a video dashboard, which provides the status of all video clips, showing at a glance whether video clips have been signed off – part of the process of building an official portfolio. **SST**

