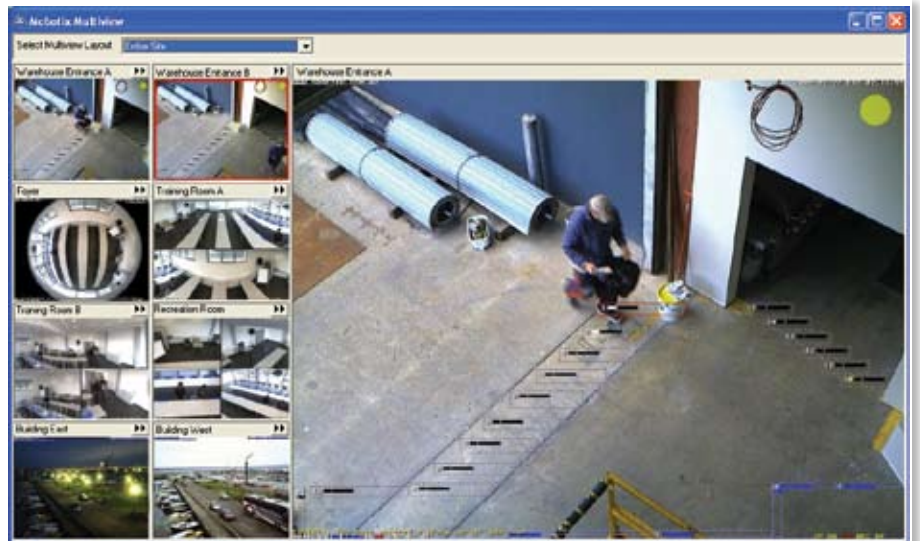Suretek and Mobotix have teamed up to deliver the RemoteGUARD video monitoring solution. RemoteGUARD is a clever compilation of surveillance and monitoring technology that beautifully meets the demands of end users, installers and monitoring stations.

remote
control

ONE of the big challenges of getting remote video monitoring of alarm events into a large number of premises has been handling the necessary interoperability required to get video from the user to the operator's screen.

It might sound easy but when you're getting an alarm-generated video signal out of a premise, across a comms network, through a receiver and into the control room securely, there's a hell of a lot of work to be done.

According to Suretek's Luke Kavanagh, the release of RemoteGUARD at Security 2009 Exhibition will meet a growing a need in the monitoring market for video verification.

"We believe video verification coupled with megapixel identification is where it is going with alarm monitoring – the police are interested in it – it's huge in other countries – the US and the UK," explains Kavanagh.

"With RemoteGUARD we're leapfrogging to where we believe the market will be in the near future. And the real buzzword with video verification is interoperability. Users want a single system they can use and maintain and with RemoteGUARD we're delivering just that."

According to Kavanagh, RemoteGUARD is a solution, not something you buy in a box.

"The RemoteGUARD solution is an end-to-end secure remote video monitoring service that combines a Mobotix megapixel camera and Suretek's RemoteGUARD module integrated into CAMs alarm monitoring software. We are also working closely with NT Software which develops ASW.

"The way the system works at the client end is that cameras are routed into an ADSL service in the client's network room or rack giving access to cameras from the monitoring station," Kavanagh says.

"In terms of setting this up, all the cameras have a default IP address and the installer plugs their laptop into the router and the Mobotix software in the laptop picks up all the Mobotix cameras on that network for programming.

"As well as designating network ports for remote access you also use the Mobotix software to set parameters for alarm events using the camera's detection zones," says Kavanagh.

"The real buzzword with video verification is interoperability. Users want a single system they can use and maintain and with RemoteGUARD we're delivering just that"

"Depending on your needs, you can set 2 zones and have the alarm activate only for movement in a particular direction. You can set for speed – or you can target size – there are lots of smart things you can do with Mobotix cameras and the overall solution is intelligent – it's not like a simple alarm sensor."

In terms of actually setting up a working system, Kavanagh says the monitoring centre needs to be set up first.

"The monitoring centre needs to have the RemoteGUARD module integrated to their automation software," he explains. "They then need the receiving equipment set up in their monitoring centre to connect to the RemoteGUARD connection.

"If the control room has been set up for RemoteGUARD it can connect to any new or legacy Mobotix camera installed in the field that is linked to any WAN."

According to Kavanagh, from the perspective of the control room, when an alarm is activated events will appear on the same screen they would in a standard CAMS-based control room.

"The way it works is that there's an alarm event with video attached to it on a single screen," he explains. "The operators double click the alarm event and if there is video attached the event will have a Mobotix Tab showing video is available.

"When you pull down the Mobotix tab you get a list of the cameras that are available at that site. Cameras can then be pulled up in multiple viewing sizes."

As Kavanagh explains, the monitoring centre will be monitoring alarm events and video events from the same software. The video event will appear as a standard alarm event but the operator will have the option of video there. The system will capture and store the event that caused the alarm and the operator can then visit the site via live footage.

What's so neat about this solution is the fact it effectively melds cameras and widespread monitoring software in a way that's never been possible before. Better still, there are more than 153 CAMS control rooms in Australia, many with SG2.

"All RemoteGUARD information will be received by any one of more than 70 control rooms in Australia running the Suretek SG2 receiver via a typical communications gateway," Kavanagh says.

"From the perspective of a monitoring station, optioning up to handle the RemoteGUARD service will involve a software upgrade and anyone with an SG2 will then be able to provide RemoteGUARD monitoring."

Kavanagh says that at the monitoring station end there is some training involved.

"RemoteGUARD is not like actioning a basic alarm and it's important that operators follow standard operating procedures rather than making interpretative decisions," he explains.

"As well as monitoring stations needing to be set

"...what makes RemoteGUARD different is a secure connection end-to-end, an independent data centre monitoring that connection end-to-end and the fact the system is available to more than one monitoring centre."

up, installers need to be trained on the Mobotix product and we'll be partnering with Mobotix in training installers on camera installation as well as training them in the workings of the RemoteGUARD module.

"Once this training is complete they'll become RemoteGUARD-certified installers."

According to Kavanagh, alarm verification is only one side of the RemoteGUARD solution.

"The other side will be virtual tours," he explains. "Companies spend a lot of money sending guards out on site once or twice a night. With RemoteGUARD they'll be able to get the benefit of these tours while saving money as they'll be handled remotely using the Mobotix cameras.

"The virtual patrol can be programmed for any pre-determined times say, 3am and 5am. At these times CAMs will create an event which will be designated as a virtual patrol and when the operator actions the event, the system will go through the process of the virtual patrol via a number of camera views."

Video verification and virtual tours allow end users to leverage surveillance systems more completely.

"A site may only connect a couple of its internal cameras to RemoteGUARD for video verification while another 3 or 4 perimeter cameras are used for virtual tours," Kavanagh explains.

Kavanagh says that what makes RemoteGUARD different is a secure connection end-to-end, an independent data centre monitoring that connection end-to-end and the fact the system is available to more than one monitoring centre. There is also intergrated reporting and billing.

"RemoteGUARD is open to all monitoring centres and to all installers and we have focused on making this as easy as possible from an installation point of view," he says.

"We're looking forward to talking a lot more about RemoteGUARD at Security 2009 in a few weeks time." ◢ ◢ ◢