



Challenge

Comply with government-regulated security requirements, ensure asset protection, and provide a safe working environment for employees at its headquarters and neighbouring storage facility.

Market: Corporate Security
Location: United Kingdom
Partner: HD-CCTV LLP

Solution

Airberg seamlessly manages the Avigilon High-Definition Surveillance System using the Avigilon Control Center network video management software (NVMS) with High-Definition Stream Management™ (HDSM). Airberg installed 17 Avigilon HD cameras at their main building and storage facility, analog video encoders to boost the performance of its existing analog-based cameras and two Avigilon high-definition Network Video Recorders (NVR) to store thirty days of continuous surveillance video. The Avigilon high-definition surveillance system operates 24/7 and is monitored live.

Benefits

By installing the Avigilon high-definition surveillance system, Airberg has successfully met the security, health, and conformance requirements to be certified as a "known shipper" and can ship goods more quickly and at a lower cost than before, saving more than £700,000 annually. In addition, Airberg can protect itself from suspicious workplace injury claims and investigate and ultimately prevent incidents of vandalism or robbery more quickly by providing police with useable evidence.

- **£700,000 annual savings**

- **Usable evidence**

- **Lower operational costs**

Featured Products



ACC Software



HD Camera



Analog Video Encoder



Network Video Recorder



Leading UK Specialist Food Exporter Secures Facility and Cargo with Avigilon High-Definition surveillance system

Formed in 1988 to serve the requirements of supermarkets and airline caterers in the Gulf states, Airberg Ltd. is the United Kingdom's leading specialist exporter of temperature sensitive, short shelf life foodstuffs by air and sea. With an in-depth knowledge of the Middle East including local customs and importing procedures, Airberg conducts close to 75 percent of its business in this region, but also delivers British specialty foods to Embassies, High Commissions, and top hotels around the world. Exporting up to 150 tons or £200,000 worth of goods each week, Airberg relabels, repackages, and ships merchandise from its 16,000 square foot state-of-the-art facility in East Sussex. To conform to government-regulated security requirements, ensure asset protection, and provide a safe working environment for employees, Airberg has deployed the Avigilon high-definition surveillance system at its headquarters and neighbouring 15,000 square foot storage facility.



“By deploying an advanced, high-definition surveillance system that captures even the smallest detail, we can confidently achieve known shipper status, saving us the inconvenience and expense of having our cargo checked every time we ship goods by air.”

Avigilon Comes Highly Recommended

The UK's Aviation and Maritime Security Act states that all airfreight consignments must either be screened or originate from a Department for Transport (DfT) accredited “known shipper” before being loaded onto an aircraft. To become a known shipper, exporters must undergo an annual inspection by the DfT. Cargo from known shippers is considered secure and can be placed on an aircraft without further checks, dramatically expediting the shipping process. “By deploying an advanced, high-definition surveillance system that captures even the smallest detail, we can confidently achieve known shipper status, saving us the inconvenience and expense of having our cargo checked every time we ship goods by air,” said Tony Coates, sales director and co-owner at Airberg. “With the Avigilon high-definition surveillance system in place, we can also protect our facility from theft and vandalism, minimize the loss and damage of goods, monitor the integrity of the health department requirements, and ensure the safety of our employees.”

Based on the recommendation of high-definition CCTV LLP, an experienced provider of high-definition surveillance system design, installation, and service, Airberg replaced its previous analog-based surveillance system with the Avigilon high-definition surveillance system to meet the DfT's stringent security and conformance requirements. “We have a lot of respect for the HD-CCTV LLP team and felt very confident in their recommendation of Avigilon,” added Coates.

Securing Assets and Process



The management team at Airberg seamlessly manages the Avigilon high-definition surveillance system using Avigilon Control Center network video management software (NVMS) with High-Definition Stream Management and installed 17 Avigilon HD cameras at both the main building and storage facility. Two Avigilon HD cameras have been installed on the exterior of the buildings at both the North and South sides to monitor the parking lots and surrounding yard and one at each entrance for complete facial recognition. The remaining Avigilon HD cameras were installed throughout the interior of the buildings for complete coverage of the processing plant and administrative offices.

Airberg also installed Avigilon analog video encoders to boost the performance of its existing analog-based cameras and two Avigilon high-definition Network Video Recorders (NVR) to store 30 days of continuous surveillance video. “We now have complete coverage of the facility, so we can track goods from the time they are delivered through to the individual work stations where they are being relabeled and repackaged,” said Coates. The Avigilon high-definition surveillance system operates 24/7 and is monitored live by a team of three staff during business hours.

According to Coates, the experts at HD-CCTV LLP installed the Avigilon high-definition surveillance system with great efficiency and minimal fuss. “After the system was up and running, the HD-CCTV LLP team visited to further ensure optimal performance,” commented Coates. “Training was also very straightforward and helpful.”

Avigilon Delivers the Ultimate Surveillance

With its previous analog-based surveillance system, Airberg was not only unable to achieve the image clarity necessary to meet security and conformance requirements for airfreight, it was also incapable of providing the local police with evidence needed when incidents did occur. “We had a situation in which some of our equipment was inexplicably moved during the night,” said Coates. “When we went back to review the footage with the police, we were told that we needed a better quality system for them to make a positive identification and take action against the perpetrators.”

In fact, image clarity has proven to be one of the most noteworthy attributes of the Avigilon high-definition surveillance system for Coates and his team. “We can now see exactly what employees are working on – or not – and respond accordingly,” said Coates. In some cases, management has been able to act immediately to resolve issues caught on video. The image detail delivered by the Avigilon high-definition surveillance system is so good that Coates can even see the print on the labels being handled by staff from the monitor in his office.

Avigilon’s ease-of-use was another key selling feature for Coates, who manages the system using Avigilon Control Center network video management software. “Avigilon Control Center is a lot more user-friendly than our previous analog-based surveillance system because it operates in a Windows environment, which is what we are used to,” explained Coates. “Superior image clarity combined with the system’s advanced management features for fast and easy video recording and playback make Avigilon today’s ultimate choice in high-definition surveillance.” Coates has been so impressed with Avigilon’s performance that he has even had HD-CCTV LLP install a system to secure his home.

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Avigilon Improves the Bottom Line

Now that Airberg has successfully met the security requirements to be certified as a known shipper, the company can ship goods by air more quickly and at a lower cost than before. “As a known shipper, our cargo can be shipped without delay, which means we can get products into the hands of customers faster,” stated Coates. “We also avoid the cost of having our cargo inspected, saving us more than £700,000 annually. The Avigilon high-definition surveillance system has proven to be a major advantage with a direct – and profound – impact on our bottom line.”

The Avigilon high-definition surveillance system has also provided Airberg with the tools required to protect itself from fraudulent insurance claims if necessary. “Businesses across the UK are dealing with more and more lawsuits claiming workplace injury, which can lead to significant insurance costs,” explained Coates. With Avigilon’s image clarity and advanced search capabilities, Airberg can pinpoint an incident to clearly determine cause. “We now have access to clear video footage to either prove or disprove negligence.” With indisputable evidence in hand, Airberg is now adequately covered to protect itself in the face of suspicious claims.

Airberg can leverage the Avigilon high-definition surveillance system to substantiate its own insurance claims as well, further lowering operational costs. “For instance, in the hypothetical case where a delivery truck hits our fence, we would now have clear footage of the event, which we can use for insurance purposes,” said Coates.

Avigilon True to its Word

With real-time access to events in the downtown By deploying the Avigilon high-definition surveillance system, Airberg has secured known shipper status to improve operational efficiencies and increased its ability to protect its assets and employees from harm, leading to greater overall business efficiency and resultant success. On track to meet its ambitious growth targets, Airberg will also expand its facilities and the Avigilon high-definition surveillance system to meet growing needs. “We are extremely pleased with Avigilon’s performance, reliability, and scalability,” concluded Coates. “The system does everything the sales team said it would do and more.”

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