



Challenges

Protect employees, visitors and critical customer information to ensure regulatory compliance.

Market: Financial
Location: United Kingdom
Partner: BFI Optilas

Solution

Facility managers manage the company's surveillance system using the Avigilon Network Video Management Software (NVMS) with High-Definition Stream Management™ (HDSM). Avigilon high-definition cameras were installed at all egress access points throughout the office and data center. CMC Markets PLC also installed an Avigilon HD Network Video Recorder (NVR) to store up to 30 days of continuous surveillance video. The Avigilon high-definition surveillance system operates 24/7 and is monitored when incidents require investigation.

Benefits

CMC Markets PLC has improved onsite security and can better protect critical corporate and customer assets—assisting the company in achieving regulatory compliance. With a comprehensive end-to-end approach to security, the Avigilon high-definition surveillance system is highly secure, minimizing the possibility of data leaks and further enabling regulatory compliance. Using Avigilon Control Center software, security personnel can shave hours off investigation times and dramatically improve investigative success.

- Improved onsite security
- Better protection of assets
- Quicker investigation times

Featured Products



ACC Software



HD Dome Cameras



Network Video Recorder



UK-based Financial Services Company Protects Critical Data and Ensures Regulatory Compliance with Avigilon High-Definition Surveillance System

Established in 1989 with only a \$15,000 investment, CMC Markets PLC (“CMC Markets”) was the first company in the United Kingdom to offer a web-based derivatives trading platform to the retail market. Now a successful global enterprise with 800 employees, CMC Markets processed 26.2 million trades on global equity, currency, and commodity markets in 2010. Governed by the Financial Services Authority (FSA,) the financial regulator for the UK, CMC Markets must meet strict regulatory obligations to protect customer information. The Avigilon high-definition surveillance system has played a strategic role in the company’s overall security program, helping to protect employees, visitors, and critical customer information maintained at its headquarters in London, England.



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Relocation Drives Move to High-Definition Surveillance

At 55,000 square feet, CMC Markets’ head office is a completely refurbished building located in the heart of London’s financial district. A multi-tenanted building, CMC Markets occupies three floors of office space and is home to the company’s 4,000 square foot back-up data center. CMC Markets recently relocated to this site to accommodate its growing needs, giving facility managers a blank slate to install the most advanced surveillance system possible. “We had an analog-based surveillance system at our previous headquarters – an old, cumbersome, and unreliable system that produced very poor image quality,” explained Andrew Roberts, Group Facilities Manager at CMC Markets. Keen to transition to high-definition IP-based surveillance, Roberts wanted greater flexibility, better coverage, and ease of use, all at a competitive price point. With the move acting as a catalyst, CMC Markets began to evaluate its options for a more advanced high-definition surveillance system with the assistance of Avigilon’s partner BFI OPTILAS Ltd. “BFI Optilas gave a compelling demonstration of the Avigilon high-definition surveillance system – I was immediately sold on what it could do.” With a strong understanding of the Avigilon technology and high standards in customer service, Serv Group, a leading IP CCTV integrator, was chosen to install the system and deliver ongoing support when required.



Avigilon Facilitates Compliance

CMC Markets wanted a reliable and secure surveillance system that would limit access to data, secure corporate assets, prevent crime, and ensure employee safety. “We were confident from the outset that the Avigilon high-definition surveillance system could help us achieve regulatory compliance and greatly improve our ability to secure our site,” said Roberts. “I am very impressed with Avigilon’s advanced functionality and am proud to show the system off – especially to IT – because it clearly demonstrates how far surveillance has come.”

Facility managers seamlessly manage the company’s surveillance system using Avigilon Control Center Enterprise NVMS with High-Definition Stream Management, which was built from the ground up to manage high-definition surveillance video. Avigilon HD cameras were installed at all egress access points throughout the office and cover the lobby, main coffee area and seminar room, all clients areas, IT rooms, and the data center. CMC Markets also installed an Avigilon high-definition Network Video Recorder (NVR) to store up to 30 days of continuous surveillance video. The Avigilon high-definition surveillance system operates 24/7 and is monitored by a limited team of administrators and managers when incidents require investigation.

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Greater Investigative Success

According to Roberts, the Avigilon Control Center Enterprise NVMS platform is a much more useful system from the end-user perspective than the traditional analog-based system. “We actually want to use Avigilon Control Center because we know it will provide us with good, clear images that we can easily search to find the detail we need much faster than before,” said Roberts. Using Avigilon Control Center software, Roberts has been able to search through more than 24 hours of footage within just minutes, an improvement he credits to Avigilon’s advanced search functionality, which makes it much easier to analyze incidents with greater precision. He also recently reviewed footage of a three week period in just three hours – a process that would have taken three to four days with the old analog-based system. “I have literally shaved hours off my investigation times and dramatically improved my success by leveraging Avigilon Control Center’s advanced management features,” Roberts added. Not only does the Avigilon high-definition surveillance system make it a lot easier and quicker to view, interrogate, and confirm events, the software is also faster to launch and run, further improving system management and reducing the time required to operate the system. “Even with its advanced functionality and far sharper images, Avigilon Control Center software is still fast, making it very easy to check the system,” noted Roberts.



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Secure Surveillance

CMC Markets required a surveillance solution that could effectively monitor key areas throughout the main office to help limit access to critical customer information, but it also needed a system that is in itself highly secure. “We simply cannot have any open access points on the network that might jeopardize our data integrity,” explained Roberts. Reassured by the experts at BFI OPTiLAS, Roberts invested in the Avigilon high-definition surveillance system in part because he knew that the cameras as well as the recording and playback features were secure, helping the company achieve regulatory compliance. “The Avigilon high-definition surveillance system cannot be tampered with – no one can shut it off or enter the network through the system – a major advantage for us.”

A Global Strategy for IP Surveillance

With offices located around the world, Roberts is looking into the possibility of centralizing surveillance so that his team can monitor all global sites from head office. At the same time, he is developing a plan that will specify surveillance requirements for each location going forward. “Down the road, I would like to upgrade all surveillance to an high-definition, IP-based system like the Avigilon high-definition surveillance system,” concluded Roberts. “Avigilon offers a cost-effective and complete IP-based solution that dramatically improves our investigation capabilities. I am really quite taken by the Avigilon solution.”

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