



Challenges

Ensure the safe handling and delivery of clients' precious cargo.

Solution

Malca-Amit installed over 65 Avigilon HD cameras ranging from 2 MP to 29 MP, along with several Avigilon analog video encoders to boost the performance of its existing analog-based surveillance cameras at its 10,000 square foot warehouse and its corporate office. Security personnel continuously manage the system live around-the-clock using the Avigilon Control Center network video management software (NVMS) with High-Definition Stream Management™ (HDSM) technology to store up to 90 days of continuous footage.

Benefits

Malca-Amit can confidently ensure the safe transit of its clients' assets, meet industry standards and maintain "known shipper" status to help grow its business. Additionally, security personnel can find event details and share video with key stakeholders in minutes. Delivering greater coverage with fewer cameras, the Avigilon high-definition surveillance system resulted in 40 percent savings in costs, improving employee productivity, safety, and customer service.

- Resulted in 40% cost savings
- Maintained "known shipper" status
- Improved customer service

Market: Ports
Location: United Kingdom
Partner: Sovereign Fire & Security Ltd

Featured Products



ACC Software



2 MP HD Camera



29 MP HD Pro Camera



Analog Video Encoder



Network Video Recorder



Leading Diamond Courier Malca-Amit Secures Precious Cargo at UK Warehouse and Head Office with Avigilon High-Definition Surveillance System

With more than 52 offices in 18 countries worldwide, Malca-Amit provides secure logistical solutions and full operational services for companies dealing with precious commodities, high-valuable goods, and special events. Shipping the majority of the world's diamonds and jewellery, Malca-Amit offers its customers, including international banks, the biggest names in the diamond business, and discerning high net worth individuals, a level of security and service that is unsurpassed. To live up to its tagline "delivering absolute peace of mind," the company has created an airtight security program that includes the most advanced surveillance, access control, and biometrics solutions combined with cutting-edge physical security products such as steel doors and anti-ram gates. As part of its security initiative, Malca-Amit UK deployed the Avigilon high-definition surveillance system at its warehouse and London office to track and capture indisputable video evidence of vehicles, individuals, and packages entering and exiting its premises.



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Surveillance Key to Success

The very nature of Malca-Amit's business makes surveillance critical to its success. "Because we store and ship a high volume of very valuable jewellery and diamonds, we need a surveillance system that offers superior image quality and advanced functionality to help us track and safeguard our customers' precious commodities from origin to delivery," said Stephan Kazes, managing director of Malca-Amit UK. At the same time, the company is regulated by the UK Department of Transport and must undergo an annual inspection to maintain "known shipper" status in order to ship goods by airfreight. "We needed a way to gain a clear view into our daily operations to meet industry standards, protect our facility from theft, and ensure the highest quality customer service possible." After an in-depth review, Malca-Amit UK chose to work with Sovereign Fire & Security Ltd, a respected provider of surveillance, access control, and fire detection system design and service to build an end-to-end security solution that could meet its strict and wide-ranging requirements. "Sovereign Fire & Security Ltd recommended the Avigilon high-definition surveillance system for its amazing image quality, user-friendly interface, efficient storage capacity, and attractive price/performance ratio," commented Kazes. "With a track record for reliability and service, Sovereign Fire & Security Ltd and Avigilon have delivered the level of protection we demand."



Full Coverage

At 10,000 square feet, the Malca-Amit UK warehouse includes a storage vault, inspection area, and sorting facilities. To ensure complete coverage of both the interior and exterior of the building, including the parking lot and main road, Malca-Amit installed 65 Avigilon HD cameras ranging from 2 MP to 29 MP, mounting cameras with an automatic infrared (IR) filter for high resolution surveillance in low-light conditions. The corporate office in London's Hatten Gardens district installed Avigilon HD 2 MP and 5 MP cameras, along with several Avigilon analog video encoders to boost the performance of its existing analog-based surveillance cameras.

Security personnel manage the high-definition surveillance system live around-the-clock from the command center at the warehouse and at an offsite location using the Avigilon Control Center network video management software (NVMS) with High-Definition Stream Management (HDSM) technology. The logistics company installed Avigilon Network Video Recorders (NVRs) to store up to 90 days of continuous surveillance footage.

The fact that the Avigilon high-definition surveillance system integrated so easily with the company's access control system was a key selling feature for Malca-Amit. "It was important that we be able to use our surveillance system to manage our access control needs – it makes it much easier to track individuals and grant or deny access as required," stated Kazes.



Superior Clarity with 29 MP Camera

Because security is paramount, Malca-Amit embraces cutting-edge technology and security solutions that deliver unparalleled protection for its customers' precious assets. For instance, the company installed the Avigilon 29 MP camera – the industry's most powerful HD surveillance camera that can replace up to 95 conventional cameras and provides high-resolution images of very large areas. "We installed the Avigilon 29 MP camera at the warehouse main entrance to monitor the parking lot and road out front to capture license plates, vehicle identification numbers, and facial details from 400 to 500 metres out," explained Kazes. "The Avigilon HD 29 MP camera delivers great quality detail – it truly is fantastic."

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The Avigilon Control Center Advantage

Equally impressive, the Avigilon Control Center software delivers powerful search and playback capabilities with a user-friendly interface. "Avigilon Control Center software is far friendlier than most other systems, offers more options to improve our search results, and delivers excellent recorded times," noted Kazes, who has also been impressed with the unequalled detail when zooming. "I can find specific event details in minutes instead of hours without missing other critical coverage and can take a snapshot quickly to export into any format and share with other stakeholders if necessary."

Training the security team has also been very straightforward. "When you embark on a project of this nature, you want to ensure a smooth implementation so you don't have to invest a lot of time and resources into installation, training, and system maintenance," stated Kazes. "The Avigilon system was up and running quickly, delivering optimal results from the outset."

Cost-Effective Surveillance

According to Kazes, Avigilon has also delivered a better price/performance ratio than other systems. "Requiring fewer cameras to achieve greater coverage, the Avigilon high-definition surveillance system was simply the more attractive option – almost 40 percent less expensive, in fact," claimed Kazes. "Installation took less time and resources, training needs were minimal, and we expect maintenance costs to be lower."

The Avigilon high-definition surveillance system can also help reduce the cost of false liability claims related to lost or damaged goods, which can become very expensive if unresolved. A comprehensive security program that covers surveillance, access control, and fire/emergency alarms can also help reduce insurance costs. "The Avigilon high-definition surveillance system easily pays for itself by reducing the risk of loss or damage, helping us achieve operational efficiencies, and delivering excellent customer service," added Kazes.

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Enhancing Operations

Malca-Amit UK also relies on the Avigilon high-definition surveillance system to ensure that its customers' valuable assets are handled with care and reach their destination as safely, efficiently, and quickly as possible. "We rely on the Avigilon system to audit processes and track parcels and employees to ensure that standards are being met," explained Kazes. Malca-Amit UK also uses the Avigilon solution as a training tool to review employee issues or highlight excellence at work. "Sometimes our employees request the opportunity to review footage so they can assess and verify their own work standards." Kazes claims that the company has seen a considerable improvement in employee productivity, safety, and customer service.

Peace of Mind

To be successful in an industry that ships diamonds and jewellery worldwide, Malca-Amit must deliver absolute peace of mind to customers while their precious cargo is in transit. "Our customers entrust us with high-value commodities of all kinds, so we only invest in the best solutions available to protect their assets," concluded Kazes. "With Avigilon, we know we have the right system on our side to be successful."