



## Challenge

Secure assets, safeguard staff and passengers, and protect against costly false liability claims.

## Solution

Avigilon 5 MP cameras monitor Millennium Aviation's main entrance, lobby, hangar, parking areas and fuel storage area. An Avigilon HD 29 MP camera monitors the entire airport ramp using the Avigilon Control Center network video management software (NVMS) with High-Definition Stream Management™ (HDSM) technology. The Fixed-Base Operator (FBO) also uses ACC Mobile to view live and recorded images wirelessly and Avigilon Network Video Recorders (NVRs) to store up to 30 days of continuous surveillance footage. In addition, the Avigilon high-definition surveillance system is on the airport's existing network and integrated with the FBO's access control system to monitor its vehicle entrance gate and remotely grant access when required.

## Benefits

Leveraging ACC Mobile, management staff can monitor facility maintenance remotely, call in additional staff if required, and conduct training to ensure proper procedures are being followed. Using the Avigilon HD 29 MP camera, the FBO can zoom in from 100 feet and clearly capture a two-inch section of an aircraft to check for damage to protect itself against false liability claims and save thousands of dollars each year. Millennium Aviation can acquire insurance coverage from the highest-rated underwriters in the industry, lower its deductible, and attract and retain aircraft operators to grow its business.

- Protected against false liability claims

- Lowered insurance deductible

- Attracted and retained customers

Market: Airports  
Location: USA  
Partner: The Wire Guys

## Featured Products



ACC Software



ACC Mobile



29 MP HD Camera



5 MP HD Dome Camera



Network Video Recorder

# Millennium Aviation Protects \$50 Million in Aircraft, Reduces False Liability Issues, and Secures Operations with Avigilon High-Definition Surveillance System

A full-service Fixed-Base Operator (FBO) servicing Northeast Pennsylvania, Millennium Aviation is a private, family-run company focused on delivering personalized service to customers who are looking for a professional air travel experience without the congestion and delays typical of larger airports. Sitting on one million square feet, the facility delivers aircraft sales and charter, fleet management, and maintenance services to the dozens of visitors it receives each day. With more than 30 corporate-owned or general aviation aircraft onsite, Millennium Aviation handles more than \$100 million in assets at any given time, making security a top priority. To deliver peace of mind to staff and customers, Millennium Aviation invested in the Avigilon high-definition surveillance system to monitor the entire site, including the airport ramp where aircraft are parked, loaded, and boarded. Offering superior image quality, advanced management features, and reliability, the Avigilon high-definition surveillance can help the FBO secure assets, safeguard staff and passengers, and protect itself from costly false liability claims.



“With our previous system, the image quality was so poor that we were unable to identify drivers and often had to send an employee down to manually open the gate.”

## Protecting Assets and Passengers

Working closely with The Wire Guys, a local leader in cutting-edge technology and surveillance systems, installation, and service, Millennium Aviation upgraded to the Avigilon high-definition surveillance system to enhance image quality and system reliability. “With improved image resolution, network connectivity between buildings, and simplified management tools, we will be able to capture the evidence we need to secure assets, safeguard passengers, and protect ourselves from the threat of false liability claims,” said Peter Knight, CEO of Millennium Aviation.

Millennium Aviation installed Avigilon 5 MP cameras throughout the FBO main entrance, lobby, hangar, parking areas, and fuel storage area. The FBO also replaced a legacy analog Pan-Tilt-Zoom (PTZ) camera with the Avigilon 29 MP camera to more effectively monitor the airport ramp. The management team uses Avigilon Control Center network video management software (NVMS) with HDSM technology running on the airport’s existing network to manage the system from their workstations and leverages ACC Mobile to view live and recorded images wirelessly from anywhere on the network. Millennium Aviation installed an Avigilon HD Network Video Recorder (NVR) to store up to 30 days of continuous surveillance footage.

The Avigilon high-definition surveillance system is integrated with the FBO’s access control system to monitor its vehicle entrance gate and remotely grant access when required. “With our previous system, the image quality was so poor that we were unable to identify drivers and often had to send an employee down to manually open the gate,” said Knight. “Because of Avigilon’s superior image resolution and reliable network connectivity, we can effortlessly manage our access control system, saving valuable productivity time.”



## Fast and Accurate Searching

Millennium Aviation has leveraged the advanced search functionality provided by the Avigilon Control Center software to expedite investigations and capture useable evidence. “With our analog PTZ camera, we could only hope that it would be focused on the right area when an incident occurred,” said Knight. “Because the Avigilon 29 MP camera is fixed, we control what we want to zoom into using simple management tools for greater accuracy.” According to Knight, Avigilon Control Center is very logical software that delivers high usability and requires less time to manage. “The ability to monitor multiple locations in split-screen mode and move between live and recorded footage is another great feature,” Knight added. “With our analog-based system, it was like rolling the dice as to whether or not we would get the evidence needed.”

“I was also able to walk through proper procedures with our new snow removal contractor using ACC Mobile.”

## Extending Usability with ACC Mobile

Avigilon Control Center Mobile has become a very useful tool for Knight, who is always on the go running multiple businesses. “I am very impressed with how well and cost-effectively the Avigilon Control Center software integrates with the iPad and iPhone,” said Knight. Knight checks in on the FBO regularly and relies on ACC Mobile to manage weather events and facility maintenance when offsite. “I can monitor snow removal needs and call in additional staff if required.” Knight has also used ACC Mobile to remotely train staff. “I was also able to walk through proper procedures with our new snow removal contractor using ACC Mobile,” added Knight.



## High Resolution Images

Another key selling feature of the Avigilon high-definition surveillance system is its high resolution image quality, which is central to the FBO’s ability to capture the detail necessary to confirm or deny aircraft damage and protect against costly false liability claims. “Using the Avigilon HD 29 MP camera, we can zoom in from 100 feet and clearly capture a two-inch section of an aircraft to check for damage,” confirmed Knight. With its previous PTZ camera, which was programmed to follow motion, Millennium Aviation often missed critical footage if the camera was pointing in the wrong way. “As a fixed camera, the Avigilon HD 29 MP camera will provide a more reliable and effective way of capturing important evidence because it covers a broad area while providing the ability to zoom in for incredible detail.”

“The Avigilon high-definition surveillance system helps drive our deductible down.”

## Cutting False Liability Costs

The biggest risk Millennium Aviation faces on a regular basis comes from customers who claim that their aircraft has been damaged while in the FBO’s care. “We take great pride in our service and willingly cover damages if we are at fault,” remarked Knight. Comprehensive claims can be very large for an FBO, so with the Avigilon surveillance system in place, Millennium Aviation can accurately determine cause and assign responsibility. “We have faced many claims in the past in which we were unable to determine cause, costing our company thousands over the course of a year.”

## Ensuring Insurance

By reducing the risk of false liability claims, Millennium Aviation has also been able to acquire insurance coverage from the highest-rated underwriters in the industry. “It is very difficult and costly to get insurance in our line of business, but the Avigilon high-definition surveillance system gives underwriters the assurance that they are making a safe investment,” explained Knight. Deductibles can range from \$10,000 to \$50,000 for FBOs that have experienced a lot of liability issues or security breaches. “The Avigilon high-definition surveillance system helps drive our deductible down.”

“The Avigilon high-definition surveillance system will help us attract and retain aircraft operators, helping us grow our business.”

## Growing the Business

While surveillance is not a mandated requirement for FBOs, having the most advanced solution onsite helps deliver peace of mind to aircraft operators, boosting Millennium Aviation’s credibility in the market. “The Avigilon high-definition surveillance system will help us attract and retain aircraft operators, helping us grow our business,” said Knight. The FBO has even used its surveillance system as a selling feature to attract customers. “In one case, we granted limited access to a customer who wanted to monitor his aircraft remotely to win the business.”



## Total Cost of Ownership

By reducing the risk of false liability claims, helping acquire insurance coverage, and delivering peace of mind to customers, the Avigilon high-definition surveillance system has helped Millennium Aviation significantly lower its total cost of ownership. “Avigilon will provide better coverage at a lower cost over time,” concluded Knight. “We know we have invested in a surveillance solution that will give us the best long-term results and the best overall return on our investment.”