



## Challenges

To provide a complete overview of stadium stands to ensure spectator safety, confirm regulatory compliance, and reduce liability costs.

## Solution

Security personnel manage the Avigilon high-definition surveillance system using the Avigilon Control Center network video management software (NVMS) with High-Definition Stream Management™ (HDSM) technology. The arena installed Avigilon 16 MP JPEG2000 HD pro cameras to monitor stands, entrances, and exits, and other common areas. Avigilon high-definition IP cameras are monitored live during games in the stadium's state-of-the-art control room. The arena stores up to 30 days of continuous surveillance footage on an Avigilon network video recorder.

## Benefits

The Avigilon high-definition surveillance system has enabled SGL Arena to reduce the risk – and cost – associated with disorderly fans. By providing indisputable surveillance footage of fan misconduct, the stadium can hold perpetrators financially accountable for the associated fines set by the German Football Association, reducing the stadium's liability costs and ensuring regulatory compliance. The security team can also conduct investigations in half the time.

- Reduced liability costs
- Confirmed regulatory compliance
- Faster investigation times

Market: Stadium  
Location: Germany  
Partner: Casesolution

## Featured Products



ACC Software



16 MP HD Pro Camera



Network Video Recorder



## Germany's SGL Arena Creates Safe Football Experience with Avigilon's High-Definition Solution

With more than 26,000 football clubs across the country, Germany is one of the world's most successful football nations, having won three World Cup titles and three European Championships over the past fifty years. In a country where football is big business, sports venues attract enthusiastic fans, but large crowds present high security and safety risks ranging from fan disturbances all the way to terrorism. To create a safe and entertaining experience for its fans, SGL Arena in Augsburg has implemented a safety and security plan that addresses security threats head-on, installing Avigilon's high-definition surveillance system to provide complete surveillance of the stands to ensure spectator safety, confirm regulatory compliance, and reduce liability costs.



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### A Complete View of Stands

Located 42 miles North West of Munich, Augsburg is Bavaria's third largest city, with a rich cultural history that has made it one of the region's major tourist destinations. A university town with an active football community, Augsburg opened a new stadium in July 2009 to meet the growing needs of the FC Augsburg football club. With room for 30,660 spectators including 1,700 business seats, 520 box seats, 49 press seats, and standing room for more than 11,000 fans, the SGL Arena is a key part of the city's infrastructure, regularly drawing sold-out, and often rowdy, crowds. “To ensure a complete overview of the situation in the stands, we need a surveillance system that is reliable, easy to use, and delivers highly-detailed images,” said Edgar Schweininger, security manager at SGL Arena. “With the Avigilon high-definition surveillance system in place, we can identify problems early and take appropriate action before situations get out of hand.”



## Avigilon at Play

With the assistance of Casesolution, a local surveillance system integrator and Balter Security, a security systems distributor, SGL Arena installed 16 MP JPEG2000 HD Pro cameras, which monitor the stands, entrances and exits, and other common areas. Avigilon high-definition IP cameras are monitored live during games in the stadium's state-of-the-art control room. Security personnel manage the Avigilon high definition surveillance system using Avigilon Control Center Enterprise Network Video Management Software (NVMS) with High-Definition Stream Management (HDSM) technology. The stadium relies on an Avigilon network video recorder to store up to 30 days of continuous surveillance footage.

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## Beyond a Shadow of a Doubt

Like any football stadium in Europe, the SGL Arena is vulnerable to the threat of football-related violence and disorderly conduct. “To effectively resolve an incident and assign responsibility, we must be able to prove beyond a shadow of a doubt who is involved, and the Avigilon system allows us to do just that,” commented Schweining. “We use the Avigilon high-definition surveillance system as a key tool to help reduce the risks – and costs – associated with disorderly fans.” Dealing with multiple incidents at each game, often provoked by visiting fans, stadium managers have been able to identify and respond live to fans throwing objects and hazardous materials onto the field, quickly putting an end to the threatening behavior.

## Regulatory Compliance; Reduced Liability

Security personnel also depend on the advanced functionality of the Avigilon Control Center software to efficiently search, review, and investigate footage post-incident. “We are governed by strict security regulations set by the German Football Association and are accountable for unsafe behavior in our stadium,” explained Schweining. “If we have concrete evidence to prove spectator responsibility, we can hold the perpetrator financially accountable for the associated fines, reducing our liability costs and demonstrating regulatory compliance.”

“Because of its ease-of-use, sophisticated frame-by-frame search and playback functionality, and advanced operability, the Avigilon Control Center software has had a dramatic impact on our overall investigative success.”

## Cutting Investigation Time in Half

Since deploying the Avigilon high-definition surveillance system, stadium managers have not only seen a big improvement in their ability to identify and resolve incidents, they are also able to conduct their investigations in half the time than it took using their old analog-based system. “Because of its ease-of-use, sophisticated frame-by-frame search and playback functionality, and advanced operability, the Avigilon Control Center software has had a dramatic impact on our overall investigative success,” noted Schweininger, who has also been able to share surveillance footage with local law enforcement for criminal investigation. “The police have used our high-definition surveillance footage in their own investigations and have found it very easy to use.”

## Preserving Evidence with HDSM

While image quality was a key selling feature for live monitoring, SGL Arena managers were also impressed with Avigilon’s high-quality recording and storage capabilities. Leveraging Avigilon’s High-Definition Stream Management (HDSM) technology, which efficiently compresses and preserves image quality while intelligently managing high-definition image transmission, stadium managers have 24/7 access to indisputable evidence whenever needed. “The Avigilon solution lets us record and store extremely high-quality footage for future reference,” said Schweininger. “We know that the evidence is there – we just have to find it.”

## A Strong ROI

Working closely with Avigilon and Casesolution, SGL Arena installed the Avigilon high-definition surveillance system in no time at all. “We avoided any surprises and have enjoyed a flawless deployment from day one,” affirmed Schweininger, who claimed that he has received excellent support combined with a powerful surveillance solution to meet his needs. “Avigilon has delivered an excellent price/quality combination and we are confident that we will recover our investment within the first year of installation.”

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## A Safe Football Experience

A lot can go wrong at football stadiums – from operational issues to medical emergencies, vandalism, theft, and fan disturbances. At stake is the loss of significant revenue or, even worse, human lives. By delivering superior image clarity, advanced search capabilities, and system reliability, the Avigilon high-definition surveillance system has enabled the SGL Arena to meet its top security goal: ensure the safety of its players and fans. “With Avigilon, we can address unruly and destructive behavior directly and reduce associated liability costs,” concluded Schweininger. “Spectators know that we have installed a state-of-the-art surveillance system that can identify them with unmatched accuracy, which has not only boosted the overall sense of security, but has also improved spectator behavior in the stands.”