

VIVOTEK Provides IP Surveillance Solutions to Mexican Telecommunications Company – AXTEL

The new IP video surveillance systems are more intelligent and autonomous, and for this reason they are being implemented in shopping malls and customer service modules.

Challenges and/or Security Issues

AXTEL is a Mexican telecommunications company offering internet broadband, telephone and pay television services, as well as ICT solutions (Information and Communication Technologies) and thus needs to guarantee excellent customer service and a fast and secure billing service.

The video surveillance system must incorporate cutting edge monitoring technology through a flexible and user-friendly intranet which produces reports adapted to company requirements, prioritizing the access areas. It should include PTZ and audio streaming capable cameras to record conversations with customers and suppliers for 30 days.

Proposed Solution

After carrying out thorough tests of voice and data streaming with a bandwidth of 128 Kbps for each camera, the brand VIVOTEK was chosen.

The local partner [Novalan Computadoras y Redes](#) planned to install a system of IP PTZ cameras with Constant Bit Rate which guarantees the correct and uniform use of bandwidth shared with other applications.

An implementation of a camera with at least 10x optical zoom to be able to see the customer face and the banknotes denomination when opening the register machine, as well as to identify clearly the personnel from the valuables transportation company.

"If we manage to monitor our collection over the counter in real time, timely detect and correct errors, and focus to offer the best customer service, the implementation of cameras will have been a success", said Mr. José Alfredo De León Jasso, Human Resources officer.

Vertical: Commercial

Country/ City: Mexico

Model:

74 Cisco PoE switches,
6 NVRs

165 network cameras,
include PZ7111 and
PZ8111

Software: VIVOTEK VAST

Total Quantity: 165

Special Thanks:

[Novalan Computadoras
y Redes](#)

Implementation Details

Thanks to the implemented technology, the users can survey the premises and identify objects and people day and night, locally or remotely, clearly and hassle-free.



To achieve this, 165 cameras were installed - mostly PZ7111 and PZ8111 - in two separated stages: the first stage included only the MAPS and the second the customer service modules at year end. Also were implemented 74 Cisco PoE switches, 6 NVRs, 12 monitoring stations which include 42 inch screens and audio headsets.



The recording and monitoring equipment was installed in different buildings for security reasons. Dedicated links were used to connect each module with the corporative platform, assuring that data streaming was not affected, and the special features of CBR and Qos were set up in each switch and camera configuration.

The NVRs have 15 TB of storing capacity and include the VAST system which enables a fast response, from one single screen, to live monitoring and recorded streaming.

Benefits

A secure and protected environment was achieved for all clients and employees.

With this implementation we actually improved on:

- ✓ Monitoring the collection process over the counter
- ✓ Monitoring the customer service
- ✓ Monitoring banknotes denomination at cash registers
- ✓ Monitoring the MAPS openings
- ✓ Confirming entry hours marking
- ✓ Monitoring the delivery of valuables to outside companies
- ✓ Checking banknotes denomination at ATMs
- ✓ Complying with the dress code.