



Agent Vi Assists DGF to Enhance Security and Cut Costs at Residential Buildings, Office Complexes & Commercial Enterprises

Product: innoVi Remote Guarding

Application: Remote Guarding

Customer: Digital Guard Force

Location: Various locations across the USA

Vertical Market:

Facilities Management – Real Estate

“InnoVi has turned every DGF camera into a proactive security guard, creating a powerful force multiplier that enables our customers to reduce the number of on-site personnel while at the same time increasing the effectiveness of on-duty guards, and reinforcing security coverage at times and places where guards cannot be present.”

**- Michael Eisenberg, President,
Digital Guard Force**

Challenge

Digital Guard Force (DGF) – an innovator in the realm of remote guarding and concierge services – improves the effectiveness and economics of building services by combining best-in-class security and technology for facilities across the United States. DGF’s customers wish to enjoy better security while saving on the significant costs associated with security personnel, as well as reduce liabilities and improve tenant satisfaction.

Working in partnership with the Visentry Remote Guarding Center, DGF’s remote guards oversee many day-to-day business operations for the remote facilities they serve, including access control for unannounced visitors, deliveries and maintenance personnel. In order to further enhance their services, DGF sought a centrally managed video analytics solution that could measurably demonstrate that a facility’s physical security and risk profiles would be vastly improved with remote guarding services, despite potential staff cuts.

Solution

DGF adopted innoVi™ Remote Guarding, Agent Vi’s AI-powered, cloud-based video analytics solution. The centrally managed video analytics service connects to multiple innoVi Edge™ appliances installed at various customers’ sites. Each innoVi Edge comes pre-loaded with powerful Agent Vi software to perform preliminary video analysis on all cameras connected to Agent Vi’s AI-powered, always-on video analytics Software as a Service.

By performing initial analytics on innoVi Edge, the need to stream full video from the sites to the centrally managed service is eliminated, making innoVi an ideal solution for environments with limited or unreliable bandwidth connectivity.

innoVi™ Remote Guarding was installed at the Security Intelligence Center, and some 900 fixed IP cameras at remote locations were connected to multiple innoVi Edge devices. Through innoVi's user-friendly GUI, DGF operators defined and quickly configured rules for perimeter intrusion, moving in an area and loitering detection. Upon detection of any event violating these rules, an alarm is triggered in real-time at the Security Intelligence Center, which is then verified by the security team, and the appropriate action taken.

“Turning on” additional sites is accomplished in minutes, by connecting innoVi Edge to the remote site's network, associating it with the DGF account and applying the desired analytics detection scenarios.

Result

By deploying innoVi at the multiple sites where DGF provides remote guarding services, DGF was instantly able to provide its customers with access to 24/7 proactive and automated video monitoring. Both DGF and the facilities benefit from innoVi's automatic calibration with no tweaking, seamless software updates and cybersecurity upgrades, “always on” network/camera health monitoring, online help, and additional SaaS-based services.

In the case of a multi-tenant, Class A office building complex in bustling up-and-coming Mission Bay, San Francisco, the building owners – a national real estate investment trust (REIT) – were dealing with a changing neighborhood that includes the new Chase Center Arena. Once kept secure 24/7 by two to three security guards at each building, consultants now recommended doubling the security force. However, the existing operating budget did not allow for an increase in manpower.

DGF first addressed the buildings' antiquated surveillance system. After performing an initial gap assessment, a new surveillance system was installed and innoVi Remote Guarding implemented with predefined rules to detect persons entering or moving in off-limits areas, and loitering.

Location: Multi-tenant office complex
Use case: 24/7/365 monitoring. Intrusion detection and alerts of entry/exit to off-limits areas, loitering.
Result: \$100,000 monthly savings

Using innoVi, the trained security professionals at DGF's Security Intelligence Center now automatically receive alerts the moment any suspicious activity is detected, along with a video clip for verification. They then alert the guard desk in the lobby of each building, and a roving guard may be dispatched to check out the security breach. In cases where an on-site guard is unavailable, a DGF remote guard oversees the situation.

Today, with only one security guard per building, and a roving guard for the overnight shift, transient loitering and other problematic activity have been reduced due to innoVi's real-time detections and alerts. With the going rate for security guards in San Francisco at \$40 per hour and DGF services costing \$10.71 per hour, DGF calculates the savings per building at more than \$20,000 per month for a total monthly savings of \$100,000 for this end user alone.

Another site, a six-story, 27-unit residential building, employed on-site 24/7 concierges whose duties, in addition to managing building access of residents, visitors and deliveries, also included monitoring live CCTV of the lobby, vestibule, front entrance and roof to prevent vandalism. With so many distractions, concierge personnel were unable to monitor all cameras properly.

DGF upgraded the facility to a five-camera system, with two at the front entrance and one each for the lobby, vestibule and roof, and installed two-way audio capabilities. Monitoring duties were transferred to DGF's state-of-the-art remote guarding and concierge service, reinforced by innoVi.

DGF's staff makes use of innoVi's highly accurate alerts to extend their reach across the building perimeter, parking spaces, and shared amenities. In cases of unusual activity or behaviors, attempted or actual intrusion, innoVi immediately issues an automatic alert, along with video verification of the event that includes relevant data (time, date and camera location). The DGF team then monitors the situation on-screen, using loudspeakers to perform talk-down at the same time as contacting police.

Using innoVi video analytics service, loitering has been reduced and DGF easily keeps the building owner informed about problematic activity in and around the building. innoVi has also helped establish a relationship with the local police precinct, who have come to consider contact from DGF – which includes law enforcement-grade digital evidence for video verification – a high priority.

Location: 6-story residential building
Use case: 24/7/365 monitoring. Intrusion detection and alerts of entry/exit, loitering, unusual behaviors.
Result: \$4,000 monthly savings

After having experienced the benefit of improved surveillance, the building owner eliminated the overnight concierge shift, which DGF calculates as a net savings of approximately \$4,000 each month for this site alone.

At a 120-unit building with a surveillance system in place, the owner relied on an ever-changing doorman/concierge workforce to provide safe access to tenants. This included an eight-hour overnight shift, seven days a week, valued at about \$70,000 per year. To eliminate this high-turnover shift and reduce operating costs, the owner turned to DGF for a customized solution.

Location: 120-unit building
Use case: 24/7/365 monitoring. Intrusion detection and alerts. Guard replacement.
Result: \$2,000+ monthly savings

DGF connected the building's existing access control system to DGF's Security Intelligence Center to enable complete control by DGF's centralized command, control and operation room manned 24/7/365 by trained security professionals. Additional fixed IP cameras were installed for "eyes-on" coverage of all public areas in the lobby, basement and laundry facilities. DGF then enabled innoVi on all cameras; connecting to the cloud-based service instantly transformed the CCTV network into a proactive video detection system. Enhanced with innoVi video analytics, the surveillance system immediately increased the level of security in the building with 24/7 monitoring via real-time detections of non-authorized access.

Shortly after the installation of innoVi video analytics, the building's owner was able to eliminate the cost and liabilities of having a doorman on-site overnight. Factoring in the cost of the security system upgrade (\$14,000) and monthly concierge services (\$3,800 per month), this led to an operating savings of \$24,400 per year for this site.

The Wynwood neighborhood is one of Miami's most popular late-night entertainment districts but is also plagued by break-ins and crime. The owners of one mixed-use facility, housing shops, art galleries, late-night clubs and a rooftop bar, realized their on-site security, comprised of two 24/7 guards, was not able to cover the site properly.

The facility has numerous gates and entrances, guests were constantly entering restricted areas, and problems, whether frivolous or more serious, were continually cropping up. The owners employed DGF to implement a new security infrastructure, stipulating that in addition to improving security, they wished to save costs.

Location: Mixed-use facility

Use case: 24/7/365 monitoring. Intrusion detection and alerts. Guard replacement.

Result: \$2,000+ monthly savings

Using innoVi, DGF has raised the facility's physical security with remote guarding services while, at the same time, allowed for a reduction in staffing costs. DGF's remote guards use innoVi to help manage on-site personnel so that the building owner was able to eliminate one of the two security guard positions. As DGF services cost about \$4,000 per month, the reduction in a single guard has saved more than \$2,000 per month in operational costs.

The owners of this Miami facility were so satisfied with the results, that they transferred two additional properties to DGF, to be secured by innoVi.

Michael Eisenberg, President of Digital Guard Force said, "As a leading security provider, Digital Guard Force is helping to reshape concierge security for the better. Our purpose is to reinforce the staff charged with protecting large, multilevel properties where a single act of theft or vandalism can cause four-, five-, or even six-figure profit losses, while leaving residents with feelings of fear and unease, and commercial tenants with damaged reputation and lost business."

"With a surveillance system outfitted with innoVi video analytics and a team of highly trained remote guarding experts, DGF can oversee operations virtually. innoVi has turned every DGF camera into a proactive security guard, creating a powerful force multiplier that enables our customers to reduce the number of on-site personnel while at the same time increasing the effectiveness of on-duty guards, and reinforcing security coverage at times and places where guards cannot be present."

AJ Frazer, VP Business Development, Cloud Services at Agent Video Intelligence said, "When we set out to build our AI-powered video analytics platform, we knew that guard reinforcement was an untapped market for video analytics. To reach buildings that are geographically distributed and that don't have an onsite IT department, we needed a solution that was federated by design but also completely automated and remotely manageable. We achieved this with innoVi, and DGF and Visentry are a perfect fit for our system."

Agent Video Intelligence (Agent Vi™) is the leading global provider of AI-powered open architecture video analytics solutions. Agent Vi's comprehensive offering includes software products for automatic analysis of live or recorded surveillance video, allowing real-time detection of events of interest, object tracking, and quick extraction of events and data from recorded video. Agent Vi's solutions can be deployed on-premise on the customer's infrastructure, or delivered as a cloud-based SaaS, and are fully integrated with a variety of third-party cameras, encoders, video management systems and alarm automation software. For more information: www.agentvi.com

innoVi™ is an innovative AI-powered video analytics platform that instantly transforms any ONVIF/RTSP fixed IP camera into a smart IoT device. Available as a cloud-based SaaS or on-premise software, innoVi boasts a comprehensive set of video analytics capabilities including real-time event detection, self-learning anomaly detection, VMS-agnostic video search, operational insights, an intuitive, map-based user workflow and much more.