



Agent Vi's innoVi Helps Remote Guarding Station, Eyeforce, to Detect Intruders, Prevent Damage and Losses

Product: innoVi for Central Monitoring

Application: Intrusion Detection

Customer: Eyeforce Remote Guarding Solutions

Location: Multiple locations across the US

Vertical Market: Central Monitoring

Agent Vi Partners:

Eyeforce Remote Guarding Solutions – Reselling CMS

SureView Systems – Alarm management software

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- Daniel Forrest, CEO, Eyeforce Remote Guarding Solutions

Challenge



EYEFORCE
REMOTE GUARDING SOLUTIONS

Eyeforce is a Remote Guarding Station headquartered in

Houston, TX, USA that offers remote video monitoring and access control services. The company's nationwide client base includes municipalities, homeowner associations, car, tractor and boat dealerships, parking garages, shopping centers, and more.

As a veteran service provider since 1997, many of Eyeforce's legacy sites were sending alerts via older methods like outdoor PIR and/or beam detectors, and basic video motion detection. Accordingly, Eyeforce faced an increase in the rate of false alarms received due to bad alerts or triggers.

The company began to employ video analytics but faced the challenge of educating its hundreds of dealers about this advanced technology, and having them agree to absorb the cost of training technicians. Eyeforce therefore sought a video analytics solution with both high accuracy and low complexity, to enable optimal detection of perimeter breaches and suspicious behavior at dealers' sites.

Solution

After testing multiple intrusion detection systems, Eyeforce deployed innoVi for Central Monitoring – Agent Vi's video intrusion detection Software as a Service (SaaS) – at dozens of remote sites. innoVi generates automatic alerts of security breaches in real-time, accompanied by a video clip showing the security breach, enabling Central Monitoring Stations (CMS) to respond rapidly to escalating events.

The cameras at the remote sites were innoVi-enabled in minutes by connecting them to innoVi Edge – a compact appliance pre-loaded with Agent Vi software – which resides at the remote site. With each site hosting up to 15 cameras, innoVi Edge simplifies installation, enabling dealers to work with only one device type, regardless of quantity, make and models of the cameras at the site.

Each camera was defined with specific detection rules, ranging from perimeter breach and sterile zone monitoring applications for people and vehicles, to detection of stopped vehicles and loitering. The rules are activated according to user-defined schedules, ensuring that alerts are generated for suspicious activity while legitimate activity in the camera's field of view is ignored. Eyeforce helps manage the backend for their dealers, for a quick, simple site setup.

innoVi's seamless integration with Immix by SureView Systems enables alerts and accompanying video clips to appear in real-time within the operators' user interface, allowing for immediate video verification. The solution is reinforced by one-way audio at customer sites, allowing operators to perform talk down when necessary. Eyeforce operators also dispatch guards and/or law enforcement when required.

Being a cloud-based service, innoVi is accessible using a standard web browser, anywhere, anytime. Maintenance and updates are implemented by Agent Vi via the cloud-based platform, eliminating the need for an on-site installer for upgrades.

Result

Eyeforce's adoption of innoVi enables automated analysis of multiple video feeds, increasing the effectiveness of their operators and the level of service to the sites they monitor.

innoVi's high probability of detection (POD) and low false alarm rate (FAR) impacted Eyeforce's business immediately. More accurate, reliable alerts enable Eyeforce to offer a more consistent high-end monitoring service, prompting Eyeforce CEO Daniel Forrest to comment that "innoVi has helped tremendously by giving our operators better information to decipher, which in turn gives our customers better protection."

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innoVi detected a break-in at a tractor dealership lot in Dallas. Eyeforce performed talk down and the intruders ran off before damage was incurred.



innoVi detections at a San Francisco warehouse (top) and Houston office (bottom). Eyeforce notified the police, who made arrests.

In particular, the video clip showing the breach which is generated by innoVi and sent in real-time to the Eyeforce control room provides the dispatched response team (guards or law enforcement) with video verification of the incident detected, which is crucial for faster and more effective responses.

Forrest reported that multiple arrests have been made and dozens of thefts have been averted. The fact that innoVi detected the intruders in the approach zone or at the entrance to the sites, allowed for quick action by Eyeforce, and the avoidance of substantial damage / theft.

Some examples of innoVi detections include:

- Two masked men broke into a Dallas tractor dealership lot. innoVi detected the duo immediately upon crossing the perimeter and sent an instant alert to the Eyeforce control room where operators performed audio talk down and ran the would-be thieves off the property before damage was done.
- innoVi detected and alerted Eyeforce operators to four men attempting to break into a Houston co-working space on New Year's Day. Eyeforce notified the police, who were dispatched immediately and made arrests.
- For a San Francisco warehouse facility with no fence or loudspeaker system, innoVi is used for perimeter coverage to warn of any approaching activity. innoVi alerted Eyeforce operators to a break-in attempt, and police were sent in time to make an arrest.

Forrest commented that the advantages of the simple setup are immense, allowing Eyeforce's dealers to feel comfortable offering the service to their customers. Adds Forrest, "With innoVi's ease of installation we can take over any account anywhere in the world for a fraction of what it used to cost."

AJ Frazer, VP Business Development at Agent Vi, said, "innoVi's advanced algorithms, based on Deep Learning technology, offer fast, highly accurate real-time detections allowing operators to avert break-ins and loss. innoVi's cloud-based video analytics works with any ONVIF or RTSP camera, streamlining installation and extending the reach of video analytics across thousands of distributed remote sites. This meets the needs of companies like Eyeforce, a leader in the new breed of security companies focused specifically on Remote Guarding, combining CCTV, video analytics, monitoring centers and field personnel."

Frazer added, "innoVi for Central Monitoring is tailored to the CMS business model, and is billed via a monthly pay-per-use model, rather than a traditional software licensing model, thus dramatically reducing any upfront capital costs."

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Agent Video Intelligence (Agent Vi™)
offers on-premise and cloud-based video analytics solutions for multiple intelligent video applications. The company's market-leading technological position is based on patented software architecture for distributed image processing, advanced computer vision algorithms, and expertise in software development – suitable for surveillance deployments of any size. For more information:
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