



Agent Vi Supports DGF in Safeguarding Commercial Cannabis Facilities for Security, Compliance & Reduced Costs

Product: innoVi Remote Guarding

Application: Remote Guarding

Customer: Digital Guard Force

Location: Various locations across the USA

Vertical Market:

Facilities Management – Cannabis Market

Challenge

U.S. based remote guarding service provider Digital Guard Force (DGF), is among the industry leaders redefining remote guarding and concierge services by integrating cutting-edge security technologies into their service offering. In partnership with the Visentry Remote Guarding Center, DGF's remote guards oversee day-to-day business operations at remote facilities throughout the United States.

DGF recently entered a rapidly developing new market: providing security services to cannabis growing and retailing operations. Legalization of marijuana in the U.S. has opened a new market segment in need of monitoring services to meet the stringent security requirements mandated by each state. In California, cameras must be high-resolution, IP compatible and record entrances, exits and perimeters at growing operations, warehouses, and retail stores on a 24/7/365 basis.

While legalization of marijuana in the U.S. has led to a declining crime rate in the neighborhoods where cannabis dispensaries are located, it has also increased the number of burglaries at the stores themselves. Pot shops, like liquor stores, bars, restaurants, and convenience stores, are cash-intensive businesses, making dispensaries an attractive target for overnight break-ins.

DGF wanted to harness its expertise in remote guarding services and tap into the expanding cannabis operations market. They sought a centrally managed video analytics solution, able to quickly “turn-on” multiple sites and provide savings on guarding and

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

surveillance network costs, while enabling cannabis operations to comply with state regulations and benefit from high quality 24/7 security monitoring.

Solution

DGF adopted innoVi™ Remote Guarding, Agent Vi's AI-powered, cloud-based remote guarding solution. innoVi Remote Guarding is a centrally managed video analytics service, hosted by Agent Vi, that connects to multiple innoVi Edge™ appliances installed at various customers' sites. Each innoVi Edge is pre-loaded with powerful Agent Vi software that performs initial video analysis on multiple cameras and is networked to Agent Vi's AI-powered, always-on video analytics Software as a Service.

By performing initial analysis on innoVi Edge, there is no need to stream full video from the sites to the centrally managed service, making innoVi a suitable solution to environments with limited or unstable bandwidth connectivity.

Minutes after connecting to the innoVi platform, the video surveillance system was automatically calibrated and enabled with 24/7/365 video analytics. Using innoVi's user-friendly GUI, DGF operators quickly defined and configured rules to detect for perimeter intrusion, moving in an area and loitering, so that upon detection of an event violating any of these rules, an alarm would be triggered in real-time. DGF's Security Intelligence Center could then verify the event and initiate the appropriate response before possible escalation.

Turning on additional sites is easily executed within minutes by connecting innoVi Edge to the remote site's network, associating it with DGF's account and applying the required analytics detection scenarios.

Result

With innoVi activated, DGF was instantly able to provide customers in the cannabis growing / operations field with round-the-clock, proactive and automated video monitoring, as well as seamless software updates and cybersecurity upgrades, "always on" network/camera health monitoring, online help, data control to address customer privacy concerns, and additional cloud-based services.

A major California-based vertically integrated "seed-to-sale" cannabis grower and dispensary chain hired DGF to monitor its centers for cultivation, manufacturing, warehouses and network of storefront locations. Prior to engaging DGF, although the customer met state cannabis security compliance requirements, its decentralized security system – a hodgepodge of cameras, monitoring technologies, and different onsite guard services – was unable to meet its rapid growth pace.

DGF implemented a comprehensive security program with innoVi as a central component of its integrated solution. innoVi was deployed initially at the most critical sites, enabling DGF remote guards to identify potential threats in real-time and notify an on-site guard or local law enforcement for immediate action and follow up.

At one of the client's southern California shop locations, innoVi Remote Guarding issued an alert for people trespassing after-hours. Upon verification of the video clip sent by innoVi, DGF guards saw three individuals wearing hoodies that covered their heads entirely. One man was carrying a yellow crowbar – a more than suspicious indicator that the trio was up to no good. By providing insight to the nature of the threat, DGF was able to quickly organize the arrival of police at the site. DGF continued to monitor the site remotely until resolution of the event.

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Left: innoVi detected and alerted to trespassers after-hours at a cannabis shop. innoVi's video verification, which showed three trespassers including one with a crowbar, enabled DGF to quickly call the police who attended to the incident.

Right: innoVi detected an intruder at the cannabis company's warehouse. Loudspeakers were used by DGF's remote guards to perform talk down. Escalation of the incident was avoided by encouraging the intruder to leave quickly.

In a separate incident, innoVi generated an alert that notified DGF remote guards about a break-in at the client's warehouse loading dock. By using onsite loudspeakers to perform talk-down, the guards managed to entice the intruder to leave the premises.

In another case, a trespasser was detected on the roof of another facility owned by the cannabis company. Within seconds of receiving the innoVi alert which flagged a security breach, a DGF remote guard was able to dispatch a security officer to the area and a potential threat was diffused in a matter of minutes.

The use of DGF's centralized remote guarding services reduces or eliminates the need for on-site guards in many of the customers' locations. Given the cost of an on-site security guard in San Francisco, which is approximately \$40 per hour, the customer is enjoying significant savings by relying on DGF's remote monitoring services. The savings stand at an estimated \$6,000-\$10,000 per month, per location.

Location: Cannabis grower / provider in California, USA

Use case: 24/7/365 monitoring. Intrusion detection and alerts of entry/exit, loitering, unusual behaviors, especially after-hours.

Result: \$6,000-\$10,000 monthly savings, per location

In addition, innoVi's ability to turn any camera into a smart IoT device enabled DGF to use much of the existing camera network infrastructure when implementing the new security program – a savings on capital expenditure.

Since starting to work with innoVi, the cannabis company has expanded the use of DGF's remote guarding services to more than 20 properties across the state of California and has named DGF a preferred security vendor. The use of DGF's services across these multiple locations have saved the customer hundreds of thousands of dollars in yearly security operation costs.

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Michael Eisenberg, President of Digital Guard Force said, “The cannabis industry is new, but its security needs are not very different from other, older industries: it must safeguard against theft and intrusion. What is very different is this industry’s critical need to ensure compliance with security regulations, that, depending on each state’s requirements, can become very expensive, given the cost of hardware, software, guarding and storage costs.”

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AJ Frazer, VP Business Development, Cloud Services at Agent Video Intelligence said, “As they build this completely new industry, cannabis operators will have at least one less cause for concern by working with a proven security technology provider like Agent Vi with our many years of field experience. It’s gratifying to be working with Digital Guard Force and Visentry as they implement innoVi’s next-generation AI-powered video analytics in this completely new sector – one that’s a perfect fit with the high levels of security, compliance, and cost-savings that only a cloud-based software as a service can provide.”

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.