

## A Case Study

### Summary

A city-wide surveillance network has fallen into disuse and disrepair, and the city needs a way to salvage some of their investment in order to rejuvenate surveillance and give an edge back to the municipality and local law enforcement.

### The Problem

Anytown, CA, invested in a surveillance system a decade ago. A lot of thought went into that system, and a great number of cameras and out-bound speakers were strategically placed around the city: in the downtown area, around the schools, in parks, at major intersections, and so forth. This was not an inexpensive undertaking and included new wiring and infrastructure in support of the hardware as well as some specialized cameras for night vision, PTZs, and infrared visibility in some particularly vulnerable locations. The system was installed and was greeted enthusiastically, and the video footage was used consistently for deterrence, enforcement, and occasionally in court.

Over the years, the champions of the project retired or moved on, budget cuts eliminated some technical positions, and what was once a novel way of keeping an eye on the city became normal, then mundane, and ultimately less useful than before. Some of the cameras failed, and efforts to bring them back online were met with sporadic success.

There was still enough of the initial surveillance installation to be noticeable, however, and citizens wondered why, if a camera was located on First and Main, the city never used the video to catch the thief that robbed the jewelry store. Or, why that camera in the park never saw that drug dealer that always set up his office on the picnic bench. The system was still performing at an “average acceptable level,” but the lack of system documentation and staff expertise made remediation nearly impossible. Segments of the system became unusable for extended periods of time.

And the city officials and police department had to answer—why didn’t those cameras work, and why didn’t they have video of these incidents, and what happened to that surveillance network they had been so proud of just a few years ago? Time, neglect, and lack of maintenance had taken a toll, but they were determined to get their system back up and running, for good this time.

What do cities that have long-running, successful surveillance programs do to keep things up-to-date?

Service and maintenance of hardware, software, and networks



Budget hardware replacement and updating as wear and tear and technology warrants



Continually evaluate how technology can complement personnel to make enforcement easier, safer, and more efficient



Ongoing training so multiple people know how to use the system



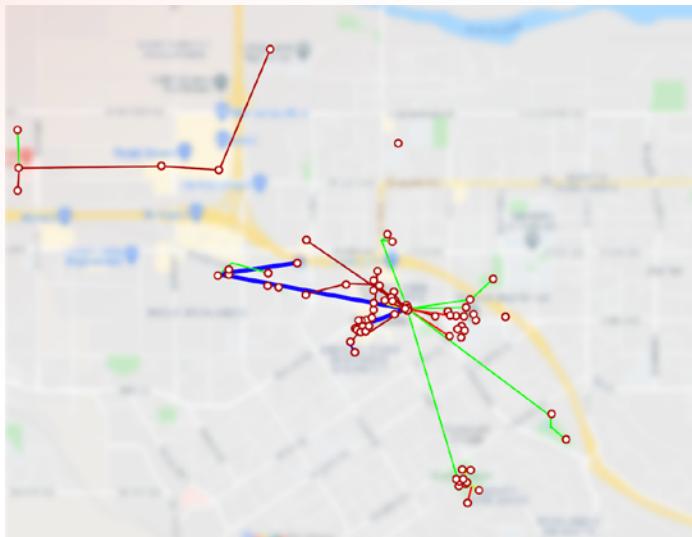
Add video surveillance into workflows



Work with local law enforcement, school districts, utilities, and businesses to share the costs and multiply the benefits of a surveillance system

## The Solution

The first step toward a healthy, functioning surveillance system is usually an audit, which maps out the systems in place, the assets connected to them, and checks for functionality. This can be a huge task comprising of tracing network assets and nodes and precisely mapping them, but it's something that LEVERAGE has experience with and can conclude quickly and accurately.



A surveillance network can encompass an area of many square miles. All of the separate pieces need to be catalogued and monitored to ensure system health in the long term.

- EOL (and more importantly EOS) devices that may be operational, but have no option to repair.
- inconsistent networking configurations due to various repair actions over the years where the strategic objectives were not carried on

This allowed us to make recommendations and design a clear way forward to updating the system and restoring functionality, and paves the way for the city to get back to enjoying the benefits of a city-wide surveillance system. And because the budget worked out to a small monthly investment rather than a large up-front payment, the city was able to:

- Strategically update the infrastructure
- Get performing assets back online
- Replace broken cameras
- Place new cameras and sensor technology in underserved areas
- Resume mission-essential surveillance operations that support public safety operations
- Document the physical, networking, and component configuration in a comprehensive manner

**LEVERAGE provides comprehensive support to our clients by starting with a deep understanding of their system and requirements.**

If you think VSaaS might be right for your city, give us a call!