

## Chapman Automotive Group

### Quick Facts:

**Customer:**

Chapman Automotive Group

**Video Monitoring Service:**

Virtual Guard

**DVTEL Solution:**

ioimage by DVTEL

**Benefits:**

Efficient, safe response  
Reduced false alarms  
Affordable 24/7 monitoring

**ioimage by DVTEL Results:**

Virtual fence reduces false alarms  
Eliminates theft and vandalism  
Proactive security

**Security Challenges**

The Chapman Automotive Group owns more than 12 new and used automotive dealerships throughout Arizona and Nevada. A leading auto dealership in these top-tier markets, the company sells a variety of well-known brands including Ford, Chevy, Mercedes-Benz, Porsche and more.

With massive inventories at some lots, which are vulnerable after hours, Chapman invested in security personnel and video surveillance systems across its network of dealerships. Unfortunately, their solutions proved to be ill equipped for preventing theft, vandalism and reducing liability.

“It’s not uncommon for dealerships to lose a car or two per year,” said Richard Kaufman, Contracts Manager, Chapman Automotive Group. “But cars and parts don’t need to be stolen for dealerships to experience significant losses. If any vehicle experiences damages, we’re are going to be negatively affected.”

**Setting the Bar**

Four years ago, following the theft of 10 wheel sets, Kaufman discussed the auto group’s security concerns with a insurance specialist who recommended

Virtual Guard as a solution that could help deter theft and aid in investigations after the fact. Virtual Guard is an intelligent remote monitoring service that leverages HD surveillance cameras equipped with ioimage™ video analytics by DVTEL, and two-way audio functionality to detect and deter threats.

“We wanted a solution that could provide deterrence and were amazed by Virtual Guard’s capabilities,” Kaufman said. “The analytics, which identify threats proactively, are remarkable, and Virtual Guard’s operators work diligently to deter criminal activity through swift response.”



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VIDEO INNOVATION TO SECURE YOUR BUSINESS

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### About DVTEL INC.

With thousands of installations spanning five continents, DVTEL is a world-class developer of open video surveillance solutions including video management systems, cameras, encoders, video analytics, custom integration and applications. DVTEL works in partnership with system integrators, end-users as well as with other leading industry players to be an all-inclusive provider of open solutions on a platform that provides full integration. DVTEL's product line delivers scalability, flexibility and functionality with the ability to grow seamlessly. Regardless of what you have today; without loss of investment; wired networks or wireless; outdoors or indoors; small, medium or large scale projects, DVTEL ties everything together. For more information, go to [www.DVTEL.com](http://www.DVTEL.com).

### The Intelligent Choice

ioimage analytics, world-class technology developed by DVTEL, and the industry leader in outdoor intrusion detection, are the core of the Virtual Guard solution. Virtual Guard combines intelligent video event detection and analysis capability with the most advanced security hardware and software to provide 24/7 remote monitoring based on real-time detection and response. The technology platform leverages HD surveillance cameras and intelligent analytics from ioimage by DVTEL to detect potential vulnerabilities. Users define detection parameters and, once a threat is detected within a predefined area, the Virtual Guard central station is notified. An operator then manages a real-time response, using PTZ camera capabilities to verify the event and acquire more information on the potential risk factors. For example, if an intruder is identified, operators can communicate with the individual via built-in audio at the site to inform them that they are under surveillance. If the alarm is high priority, the operator can dispatch local police.

"We provide our customers with an intelligent, comprehensive video monitoring solution that enables them to enhance security and prevent crime, and in a cost effective manner," said Steve Devir, CEO, Virtual Guard. "With ioimage technology, we are able to provide the most reliable service to our customers with a very low false alarm rate."

### A Valued Investment

The Virtual Guard's solution now protects 16 Chapman Auto dealerships and four more installations are underway. Since the deployment of Virtual Guard at its facilities,

the company has not experienced one incident of loss or damage.

"Virtual Guard truly deters potential intruders," Kaufman said. "The combination of Virtual Guard and ioimage enables us to focus on our day-to-day operations without worrying about the security of our facility. Furthermore, we received a complete return on our investment after three months due to the reduction in criminal activity."

With the system, Chapman's main objectives — enhanced security and reduced loss — are realized. It is clear that Virtual Guard and ioimage by DVTEL helped the organization overcome their challenging requirements, and is now reaping numerous operational and security benefits.

