

## Springfield Water Commission

### Quick Facts:

- ◆ Water supply for more than 250,000 people in the community
- ◆ Remote command and control center located 8 miles from reservoir
- ◆ Customer required a real-time solution
- ◆ System needed to be easily expandable
- ◆ DVTEL solution provided open systems, open architecture platform giving flexibility and performance.
- ◆ Alarms based on motion detection and other sensors
- ◆ Audio on cameras enable operators to speak to trespassers

### Background

The Springfield Water and Sewer Commission (SWSC) serves the City of Springfield, and the communities of Ludlow, Agawam, Longmeadow, and East Longmeadow in Massachusetts. Post-9/11, the SWSC sought a more effective means to ensure protection of the water supply for the more than 250,000 people in these communities. While there has been a much sharper focus on better protecting water supplies, at the same time, advances in security technology offer organizations cost-effective choices to take advantage of leveraging their networks, better camera images, and integration potential.

### Business Challenges

The SWCS faced some fairly major challenges. The reservoir site is remote, about eight miles from the command and monitoring station. The Commission was deploying several different camera models and not all cameras could be connected to the network using the same technology. SWCS management wanted all cameras on the network and all data sent back to the remote monitoring station for real-time monitoring. The Commission also wanted the flexibility to expand and integrate into the new system as needs arose and budget allowed.



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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; small, medium or large scale projects, DVTEL ties everything together. For more information: +1-201-368-9700 or [www.dvstel.com](http://www.dvstel.com).

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### The DVTEL Solution

DVTEL's Latitude NVMS was selected as the primary command and control management software. The open systems, open architecture platform enabled maximum integration and system flexibility, along with superior performance. The Commission's remote site required a number of technologies to connect the cameras to the system and the network—wireless, LAN, high-speed copper, and fiber were all employed.

The system employs alarms based on motion detection, as well as audio on a number of the cameras so operators can speak directly to trespassers. The integration with the intercom function is especially helpful so that security personnel can "interact" in real-time with intruders, give warnings, or simply make contact to let the intruders know they are under surveillance.

### The Highlights

- ◆ Flexibility in installation, connecting several types of cameras with encoder technology and utilizing a number of different connection technologies, including wireless, to bring all cameras onto the network.
- ◆ Real-time, remote monitoring and real-time audio response with integrated intercom function, so no personnel are needed on-site.
- ◆ Self-contained system requiring without personnel on-site has resulted in substantial savings to Commission by not requiring contracted security personnel to patrol reservoir.
- ◆ Wireless control of some cameras and audio also enables remote control of reservoir gates for maintenance access which improves overall staff productivity.

- ◆ Operators work at a fairly basic level and various integrated alarms give video to demand attention, making it very simple for the operator to know what to respond to and to enable audio intervention with the intruder.
- ◆ Latitude NVMS scales easily to accommodate future expansion of cameras and intercom capabilities.
- ◆ Seamless "unification" with advanced, IP-based access control to enable future expansion and greater control of access security.