

End User Case Study - Aguila de Oro Transportes

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INSURED AND PROTECTED MERCHANDISE

Common crime is one of the primary factors affecting safety worldwide. This is why both the private and public sectors invest millions in security programs to counteract it.

Some companies need to implement security systems to protect their staff and their assets, others also employ security to protect their clients investments, as in the case of the merchandise transportation industry, which makes use of security systems for their own benefit as well as that of their customers.

In 2007, the Spanish company Tipsa, which offers urgent package and document delivery throughout Spain, Andorra, and Portugal, installed digital video technology by Intellex and a management support system that has enabled them to control internal administration matters, as well as a system to geographically locate packages in every stage of distribution.



The DVTel security solution includes a positioning map, as well as visualization options for all central stations.

Likewise, DHL Express installed an electronic security system that includes alarms, access control, CCTV, electronic surveillance of items, and origin-labeling systems in different parts of their European warehouses.

For its part, the Colombian subway system in Medellin, for its “Proyecto Metrocable Nuevo Occidente,” will install in all stations on the J line an alarm and CCTV solution that integrates with other systems, such as energy management, the corporate LAN network data, and the Civica collection system,.

Since 2007, Aguila de Oro Transportes has been utilizing a unified system of video and access control from DVTel, which increases security in their offices in Monterrey, Santa Rosa and Laredo.

LOSSES DUE TO COMMON CRIME

The majority of transport companies suffer from common theft on an almost daily basis. According to Juan A. Gonzalez, director of Assekuransa (a company specializing in international merchandise transportation for Latin America and the Caribbean), the most vulnerable countries in the region are Argentina, Brazil and, Mexico.

In Mexico specifically, the Mexican Association of Security Institutions (AMIS) in September 2007 presented the study, "X-Ray of Auto Transportation Lack of Safety in Mexico," in which data showed the increase in merchandise theft in the country. According to the report, 9,875 incidents occurred in 2006, an improvement when compared to the 10,005 that took place in 2005.

In regard to the Mexican states with the highest rate of thefts up until June 2007, Mexico City and the state of Mexico lead the way, followed by Jalisco and Nuevo Leon. The municipalities that show the most car theft are Guadalajara with 308, followed by Iztapalapa with 197, Monterrey (196), Gustavo A. Madero (179), Puebla (175), Tlalnepantla (160) and Tijuana (141).

PROTECTED MERCHANDISE TRANSPORTATION

Last year, the Mexican company Aguila de Oro Transports implemented DVTel's Intelligent Security Operations Center (iSOC), a unified system of video and access control in their offices and maritime terminals located in Monterrey, Santa Rosa (in Nueva Leon state) and Laredo (Tamaulipas).

Aguila de Oro Transports (TAO) is a holding company dedicated to transportation, logistics, and distribution of merchandise in Mexico, the United States, and Canada, founded 54 years ago as a family business, under the name of Trevio Cant Brothers. At that time, TAO only had one truck, one plant, and 12 employees. Today, the company employs 500 people and has a fleet of over 300 trucks, which provide dry and refrigerated transport services, as well as door-to-door service.

Through these services and staff, TAO seeks to satisfy the needs of its clients and meet international competitive standards, which is why it decided to implement a security system that would protect its goods, enable them to comply with the established norms of commerce and terrorism prevention, and run a trouble-free business.

The solution installed by GBS (Global Business Solution) consists of 100 cameras and about 75 points of access, spread throughout the many different buildings in the three cities. HID Global supplied key components to the IP-based controlled access which includes 45 iCLASSTM readers, 25 VertXTM V2000 controllers, four bioCLASSTM readers for the office and one EdgePlusTM reader.

The unified video and access control security systems are distributed across several distant locations, but thanks to the fact that they communicate through IP networks, a centralized administration of events is possible.

ONE SYSTEM, MANY LOCATIONS

The video surveillance solution consists of approximately 100 cameras covering buildings in Monterrey, Santa Rosa and Laredo. “It is in Monterrey where TAO’s monitoring center is, where, with the DVTel *Latitude*, the data network is integrated with the satellite monitoring of the units. It is in Monterrey and Laredo where we keep the recording servers,” explained Jorge Vasquez Suarez, general director of GBS.

Likewise, the access control is based on HID’s IP technology, with Vertex and Edge Devices controllers, with a central controlling LNA (*Longitude* Network Appliance) unit. Said elements integrate with DVTel’s *Longitude*’s platform, which is also monitored in real time in Aguila de Oro Transports’ monitoring center. This project was the first where HID’s IP technology was used in Mexico, and it is one of the first in Latin America.

The DVTel integrated Security Operations Center (iSOC) brought TAO the functionality and performance needed for C-TPAT (Customs & Commerce Association Against Terrorism) certification. Their norms demand the closing, the effective control, and tracking of the merchandise load at all times.



It’s worth noting that, as Vasquez commented, the company also raised the level of security in their own operation in regards to many other initiatives, besides the surveillance video and access control, which enabled them to obtain the BASC certification (a voluntary cooperation agreement between companies and U.S. Customs in order to comply with security standards, staff screening and logistics procedures for international shipments of merchandise), which serves as a guarantee for TAO’s customers.

DEFENDING CLIENTS AND ASSETS

Previously, TAO didn’t have a security system. The unified video and access control

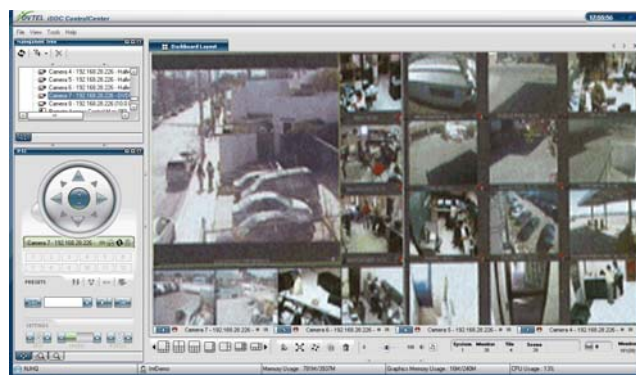
systems were the first solution to be implemented in the organization, and it has already met many of the company's objectives.

The solution provided by GBS is notable for being 100% IP and 100% open platform. It has DVTel and AXIS cameras, as well as DVTel encoders. Access control is handled through HID's IP controllers, both Vertex and EDGE, HID's R10, R40 readers as well as biometric readers by Bioscrypt. The video recording server is from Sun Microsystems and has four 500GB drives that store 10 days worth of video. The video has MPEG-4 and MJPEG format, depending on the cameras and their location in the network. "It's scalable, we have been able to grow this solution, taking advantage of the infrastructure installed during phase one, which we simply expanded in capacity", Global Solutions' Vasquez explained..

Video surveillance in the Monterrey, Santa Barbara and Laredo offices is done through DVTel 9840 day/night PTZ domes, located in yards and open areas, PTZ 213 cameras by Axis for the interiors, fixed mini-domes by DVTel for the offices, as well as AXIS 210 for fixed interior views and AXIS 211 for fixed exterior views. The video surveillance system covers all entrances and loading zones, as well as the perimeters, in order to minimize merchandise theft.

The access control system achieved the unification of time control and personnel attendance for all locations, including those locations that do not have supervisors. Access control also limits entry for specific areas and times during the day, allowing entry only to authorized personnel.

In order to control the access and presence of personnel, Vertex controllers are used in the offices, EDGE controllers in remote areas, R10 readers on narrow doors, R20 on wooden or wide frame doors and Bioscrypt readers for registering employees and number of hours worked



The DVTel iSOC is customized with highly advanced features that include a GPS map, a network map, and the full gamut of camera image visualization options. It is worth noting that, as Vasquez pointed out, these systems have more than 99.9% *uptime* or uninterrupted performance.

INTEGRATION BENEFITS

This system, which has been functioning for six months, allows the company to offer services with the highest level of certification and security for their clients. Raul Trevio, General Manager for TAO, stated, “Also, this unified system improves security while many other operations are being managed, at the same time.”

GBS’s Jorge Vasquez commented, “The choice of this technology was based on the unique features of flexibility, openness, IP network, and the newness of this technology, which couples well with TAO’s innovative spirit, as well as their staff’s knowledge of network and information technologies.

As mentioned before, the company did not have an electronic security solution, so there wasn’t an existing system to adapt to. Nonetheless, Angel Rodriguez, information technologies director for TAO, said that “Because it is an IP-based technology, we were able to continue to make use of much of the existing network technology, which facilitated the implementation of this solution.”

Eli Gorovici, president and executive director of DVTel, feels pleased with the results: “Video has become a standardized product, as has access control. But we have combined both functions and expanded the system’s capacities in order to improve overall operations, all of it over a network that has a solid interface, and now we have integrated and intelligent IP-based security.”

SERVICE SATISFACTION

In spite of the relatively short amount of time the company has had this security system, the directors are satisfied with it, because it has brought good results—it has identified important security-related events, sped up the investigation process, helped prevent incidents, and it has allowed them to determine areas of opportunity to incorporate new elements into the system.