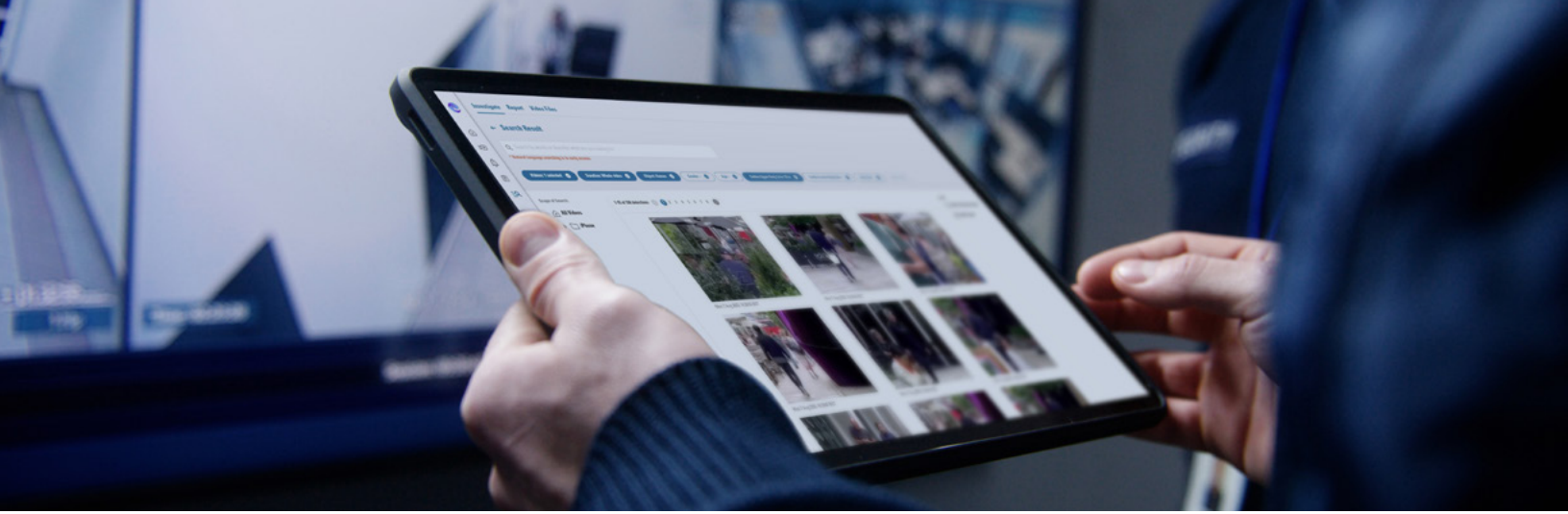




Growing a central station monitoring business with Calipsa video analytics

Case study





RADIUS |

Security

Radius Security is a leading provider of integrated security solutions for commercial and residential properties across Canada and the US. With over 25 years of experience, their team of certified experts provides comprehensive security services to ensure their clients feel safe and their sites are secure at all times. As a central monitoring station, Radius Security serves as a command center for a wide variety of clientele, such as construction sites, car dealerships, marinas and more.

Challenge

Overwhelmed by false alarms

As their business grew, Radius Security faced the issue of frequent false alarms from their clients' sites, which resulted in wasted time and attention that their command center operators could have been using to respond to events that required further action. The volume of false alarms contributed to operator fatigue and made the responsibilities of the command center operators less engaging and rewarding. Radius Security realized they needed a more efficient and effective solution to help ensure their customers' safety while also creating a more fulfilling work experience for their operators.

Customer Profile

Radius Security

Industry

Command center operator

Solutions/Technology

Calipsa Detect (video analytics software)

Benefits

Radius Security saw a steep decline in the number of false alarms its command center operators received, with over 1.9 million false alarms filtered out in the past 30 days.

Calipsa Detect accurately recognizes alarms that have people and vehicles present and flags them to the command center operators for human verification, highlighting the most important information to the operator so action can be taken quickly, if necessary.

Not only has Calipsa Detect improved safety and security for Radius Security's clients by enabling faster responses to potentially critical events, but it has also improved the quality of work for the command center operators. Now, the guards are empowered to focus on the most important aspects of their job and provide more effective security services to their clients. This increased efficiency has allowed Radius Security to avoid the costs of hiring and training additional guards while still meeting the demands of their growing customer base.





Solution

Leveraging Calipsa Detect

In their search for a better solution, Radius Security found Calipsa. After a thorough technical discussion with the Calipsa team, they recognized the positive impact Calipsa Detect could have on their business and eagerly adopted the software to help reduce the number of false alarms inundating their command center operators.

Calipsa Detect is a software that uses AI analytics that leverage deep learning algorithms, camera masking capabilities and object detection. It is able to accurately recognize alarms that are caused by humans and vehicles and highlight them for manual review while filtering out nuisance alarms. For Radius Security, this meant that their command center operators would only receive genuine alarms for review, allowing them to focus on potential threats and quickly take action to mitigate damage or escalation at their clients' sites.

Benefits

Effective, efficient security responses

Radius Security's primary objective is to protect their clients' people and property. By prioritizing the most important information for the command center operators to review, Calipsa Detect has helped their team cut through

the noise of false alarms and take action on events where a true threat is present. This has translated to faster response times where first responders can intervene to prevent escalation, mitigate damage and initiate an apprehension. With a record-low false alarm rate and real-time crime verification, they have been able to build trust with local law enforcement, which means priority police responses.



Calipsa has filtered out over 1.9M false alarms for us in the last 30 days – that reduction has a significant impact on how quickly our command center operators can recognize potential threats at our clients' sites and initiate a response.

– Aleksei Bulavko, Research Development and Production Manager



Reduced fatigue, improved morale

By implementing Calipsa, Radius Security has improved job satisfaction among their command center operators. Prior to Calipsa Detect's false alarm filtering, the majority of a command center operator's shift would be spent reviewing alarms to see whether an actual threat was present or not. Now that most of these alarms are automatically filtered out, it has reduced fatigue and freed up the command center operators to focus on the most important aspect of their job: responding to critical events. The responsibilities of the command center operators became more engaging and fulfilling as they were able to provide value to their clients and work more efficiently, which boosted morale.

Business growth

Calipsa has allowed Radius Security to keep pace with the rapid growth and adoption of video security technology and the mass amounts of motion detection data they bring in. By accurately filtering out false alarms, the software has greatly reduced the amount of time and manpower spent on verifying alerts, which has translated into significant business growth for Radius Security – which they achieved without adding more employees.

Conclusion

As a leading provider of security services, Radius Security understands the importance of staying ahead of the curve to ensure efficient and effective security for their clients. By leveraging Calipsa Detect, they have drastically reduced the volume of false alarms in their remote monitoring operations, leading to improved response times, reduced fatigue and improved morale amongst their operators.

The implementation of Calipsa has allowed Radius Security to continue its business growth while maintaining the highest level of service and security for their clients across Canada and the US. To continue exploring new ways to deliver exceptional service to their customers, Radius Security has maintained a close partnership with Calipsa and has been a driving force in product testing feedback and enhancements. They have trialed Calipsa Detect Pro and are currently trialing Calipsa Investigate with positive results and excitement about the additional features these versions offer.



Calipsa's false alarm filtering allows us to keep pace with a rapidly growing industry. Command centers are carrying the weight of old systems and the volume of motion detection data they bring in. Calipsa has been a game changer by allowing us to help customers with their current equipment while making security more efficient and effective.

– Aleksei Bulavko, Research Development and Production Manager





Motorola Solutions, Inc. 500 West Monroe Street, Chicago, IL 60661 U.S.A. [motorolasolutions.com](https://www.motorolasolutions.com)

© 2024, Motorola Solutions. All rights reserved. MOTOROLA, MOTO, MOTOROLA SOLUTIONS, and the Stylized M Logo are trademarks or registered trademarks of Motorola Trademark Holdings, LLC and are used under license. All other trademarks are the property of their respective owners. 02-2024 [JMS03]