



# Acadian alarm monitoring center uses Calipsa tech to secure customer sites

Case study





Based in Lafayette, Louisiana, Acadian Monitoring Services LLC (AMS) provides comprehensive and flexible security solutions to commercial and residential sites, including car dealerships, construction sites, private residences, low-income housing and more. The company is a division of the Acadian Companies, which consists of an ambulance company, an emergency case management company and Acadian Monitoring Services.

The recent winner of two Security Industry Awards, AMS monitors over 17,500 cameras at 2,300 sites across six countries through integrators. They also offer services such as intrusion detection, video security, access control and fire alarm systems as part of their customizable and cost-effective security solutions. The company strives to provide reliable and high-quality security products to their customers to proactively “protect all that matters,” prevent crime and save lives.

As the company’s operations grew, so did the number of alarms and the range of situations they faced. Confronted with a deluge of false alarms, AMS encountered a problem that could potentially hinder business growth.

## Customer Profile

Acadian Monitoring Services LLC

## Industry

Central Station Monitoring  
Services / Commercial

## Solutions/Technology

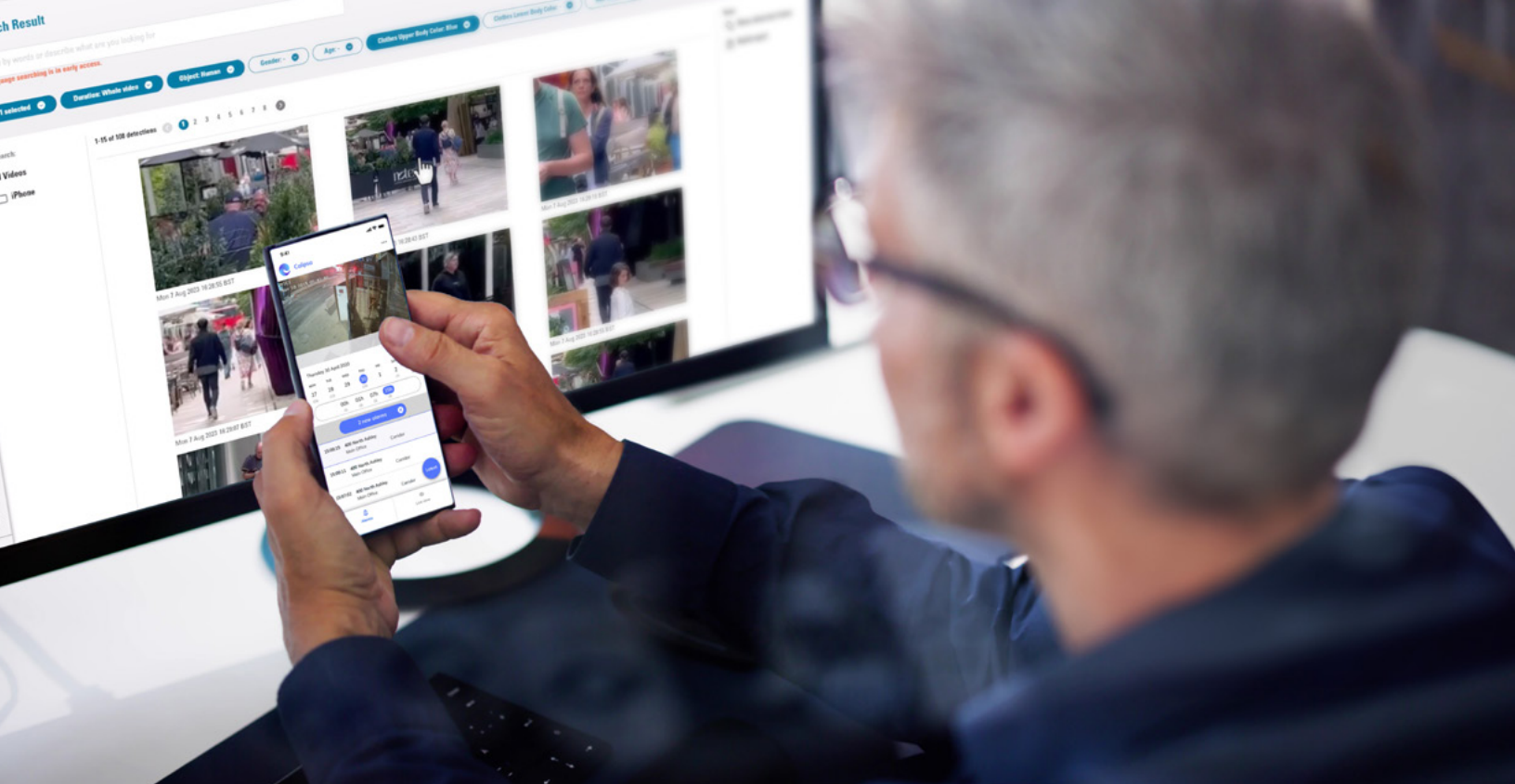
Calipsa Detect (false alarm filtering)  
Calipsa Detect Pro (camera health)

## Results

Since 2019, Acadian Monitoring Services LLC has deployed Calipsa’s false alarm filtering system on a large portion of its camera estate. Over 30 days, the platform processed 2.6 million alarms, of which 1.9 million were successfully removed, reducing false alarms by approximately 90% and improving camera health. This led to a significant reduction of time and resources while also improving employee satisfaction and saving 17,86 labor hours by directing their attention to the alarms where a true threat may be present.







## Challenges

With millions of alarms processed every month worldwide, AMS struggled with a high false alarm rate of up to 75%. The elevated false alarm rate resulted in slower detection and verification of security threats, which amounted to thousands of hours of wasted labor that would've been better spent responding to actual incidents. Response times were slowed down as a result, making it possible for incidents to escalate before their team could intervene. In addition to the threats of these incidents themselves, this also posed a threat to AMS' customer satisfaction.

As a company that serves a wide range of industries and businesses with critical security needs, AMS sought an intelligent false alarm filtering system to refocus its team's efforts on genuine threats so that they could respond faster and deliver better outcomes to their customers.

## Solutions

To combat false alarms and protect the sites it is monitoring, AMS deployed Calipsa Detect, a cloud-based security solution focused on filtering out false alarms, and Calipsa Detect Pro, a solution focused on maintaining and improving camera health. Calipsa Detect's smart video analytics platform utilizes Calipsa's flagship alarm filtering technology with AI analytics-driven scene change detection. Because Calipsa Detect and Detect Pro allow AMS to focus on genuine security alerts, AMS can now dedicate resources to the events that could potentially escalate into a critical situation. In total, AMS successfully connected 1,400 cameras to the Calipsa Detect and Detect Pro platforms.



We were happy to see these top products come together under Motorola Solutions. When we first started monitoring our sites, there weren't a lot of intelligent products, but Avigilon was one of the best. It made sense when Calipsa joined the Motorola Solutions family since their analytics are the finest of the breed..

– **Brandon Niles, Vice President,**  
**Acadian Companies**



## Benefits



### Seamless Video Management System Integration

As AMS monitors many unique sites worldwide, they needed a security solution that would seamlessly integrate with their customers' existing video management systems (VMS). Calipsa's ease of integration with partner Immix and the end-user's VMS has proved a huge benefit to their security teams. In addition to reducing installation costs and hardware investment, Calipsa's clean interface offers the company a cost-effective solution that matches their versatile needs.



### Improved Camera Health

Camera health was of utmost importance to AMS, especially since they often monitor sites where cameras are inadvertently moved. Calipsa Detect Pro performs a scene change check twice a day against a reference image to confirm if the cameras are in the correct positions. This information is presented on a dedicated dashboard and can also be sent out via an automatic report.

Detect Pro also includes Advanced Idle Detection, where the user can customize a time period. If an alarm is not received during that time, an automatic email report is sent out to those who are designated, alerting them that there is a potential camera health issue.



### Satisfied Customers

AMS' primary goal is keeping their customers' people, property and assets safe. With up to 90% of false alarms removed with Calipsa's alarm filtering system, AMS has been able to allocate their employees' time and attention to tackling genuine threats so that they can initiate a response before an incident escalates. This has helped keep their customers' sites safer and people protected, resulting in increased customer satisfaction due to how quickly AMS is able to identify and mitigate potential security threats.



### Smart Video Analytics and Quick Response Times

AI analytics have revolutionized AMS' approach to tackling false alarms. Calipsa Detect's built-in analytics features, such as human and vehicle detection, allow security teams to focus on the events that could potentially escalate into a critical situation instead of checking for false alarms. After Calipsa's analytics were deployed, employee satisfaction and morale, as well as their return on investment, improved.



### Trustworthy Tech

With a reputable company like Motorola Solutions, which continues to invest heavily in research and development, AMS is confident they have chosen the right security partner to provide the best security technology. It's this trust and confidence that enabled them to deliver the product to their customers. Since deploying Calipsa, AMS has also been trialing Calipsa Investigate for advanced forensic search to aid with investigations.

For years, Motorola Solutions has reliably provided intelligent analytics for AMS, which is also an authorized reseller of Avigilon and Pelco, two other Motorola Solutions companies. AMS also monitors their sites with Unity Video, and another Acadian company, Acadian Ambulance Service, uses Motorola Solutions radios.





## Conclusion

Since installing Calipsa, AMS has seen a significant decrease in false alarms and improved camera health. Intelligent AI and cloud-based analytics have helped the company grow by improving employee and customer morale, productivity and trust in their security solutions. As AMS continues to expand and service more customers, they can look to the future with confidence, knowing Calipsa has their back.

“When you invest in Motorola Solutions, you know you are investing in a security partner that will be around in the future, and you know this is a company that invests in research and development and stays ahead of the curve to bring in new services that are beneficial to their clients.”

– **Brandon Niles, Vice President,  
Acadian Companies**







Calipsa has seamlessly integrated with every VMS we've dealt with. The interface is clean, and the reduction in false alarms is game-changing.

– Brandon Niles, Vice President, Acadian Companies



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