



CASE STUDY

Herongrange

Delivering a bespoke solution to integrate false alarm filtering into Herongrange's proprietary monitoring platform.

88%

Average false alarm reduction

About Herongrange

Herongrange has been delivering security products and services of the highest possible standard for 30 years. There are five divisions within the company, each with their own specialisms, staff, services and equipment. This includes bespoke security, guarding solutions and a construction security solution. Herongrange takes care of the design, installation and maintenance of all its security services, ensuring it is able to deliver a comprehensive service and the best solution to every customer's requirements.

As a technology company, it has developed in-house monitoring software that extends from the hardware onsite, right through to the software in the control room. This unique software allows it to transform CCTV into an intelligent, hard-working and site-friendly monitoring system.

A control room at capacity

After an ongoing period of business growth, Herongrange's control room reached capacity and it was unable to continue taking on new business. Simultaneously, it was receiving a significant volume of false alarms which was further taking up its operators' time and resources. As a result, it was looking for inventive ways to increase capacity in the control room while also reducing the workload associated with nuisance alerts.

Herongrange decided it needed to look at options: either increase the size of the team, deploy AI software or do a mixture. It ultimately wanted to find a solution that would work with its in-house software and have a positive impact on its standards and clients' expectations about service quality.

Finding a customisable solution

As Herongrange uses its own in-house monitoring software, it was important to find an AI solution that would be able to integrate. When Herongrange first engaged with Calipsa, the main thing that stood out was that Calipsa's False Alarm Filtering Platform was also a proprietary technology, and therefore it could be flexible in terms of customisation to develop an integration.

After both parties engaged in some bespoke work to develop a successful integration, it was clear that Calipsa filtering could provide the perfect addition to Herongrange's monitoring operations. During the trial phase, Herongrange was able to see the integration in action and experienced good levels of false alarm reduction during the process, making it a natural step to move forward.

Achieving an improved operational monitoring structure

Since working with Calipsa, Herongrange has been able to improve its operational capacity without any reduction in quality. Whereas it can often be a case of trading one for the other, with Calipsa, Herongrange is confident it is still delivering the highest level of service.

Calipsa's False Alarm Filtering Platform has reduced Herongrange's false alarms by an average of 88%. This has allowed its control room to take on new sites as the volume of alarms being received has been greatly reduced. It has also helped focus its team of operators; by presenting operators with verified events to review rather than endless false alerts they have gained increased confidence in their roles.

Herongrange plans to grow its partnership with Calipsa by adding it to all new sites moving forwards.



Having implemented Calipsa through a bespoke integration with our in-house monitoring software,

we now have the capacity to expand our services further in the knowledge that we haven't lost any quality of service.

David Pell
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Get in touch with us!

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