



# BOS Security Case Study

Calipsa's analytics helps security teams respond quickly to genuine alarms





Licensed by the state of Georgia since 1993, BOS Security is a leading national provider of remote security monitoring systems and on-site security guards. With 500 employees, the independent, family-owned company serves customers across Canada and the US. Their monitoring solutions are versatile, and they protect commercial and residential sites including construction sites, high-threat government facilities, schools and universities, strip malls, churches, parking decks, self-storage locations and more. BOS Security is committed to guarding their customers' people and property with a wide range of customizable security services, including hybrid and remote options, and they also provide security consultations.

Overseen by qualified security team members who are certified by ASIS International and the International Foundation for Cultural Property Protection, BOS Security strives to exceed client expectations with the highest standards in the security industry. The company specializes in VirtuGuard™, a remote guarding system supported by Security Operations Centers based in Athens, Atlanta, and Gainesville, Georgia. They pride themselves on their security philosophy of protecting the perimeters of their sites. Their security systems proactively protect against crime, such as theft and graffiti, and critical events, such as muggings, and they safeguard against perimeter breaches like loitering through deterrents such as voice downs.

BOS Security's fierce commitment to high-quality service and cutting-edge security systems has led to them becoming one of the fastest-growing security companies in the country. Due to the rapidly increasing number of customer sites, the alarm monitoring team encountered rising false alarm rates. To ensure they could respond quickly to critical events without sacrificing accuracy, business growth and employee and customer morale, they turned to Calipsa.

## Customer Profile

BOS Security

## Industry

Remote, Hybrid and On-Site Security Solutions

## Solutions/Technology

Calipsa Detect (false alarm filtering) and Calipsa Detect Pro (scene change detection and camera health)

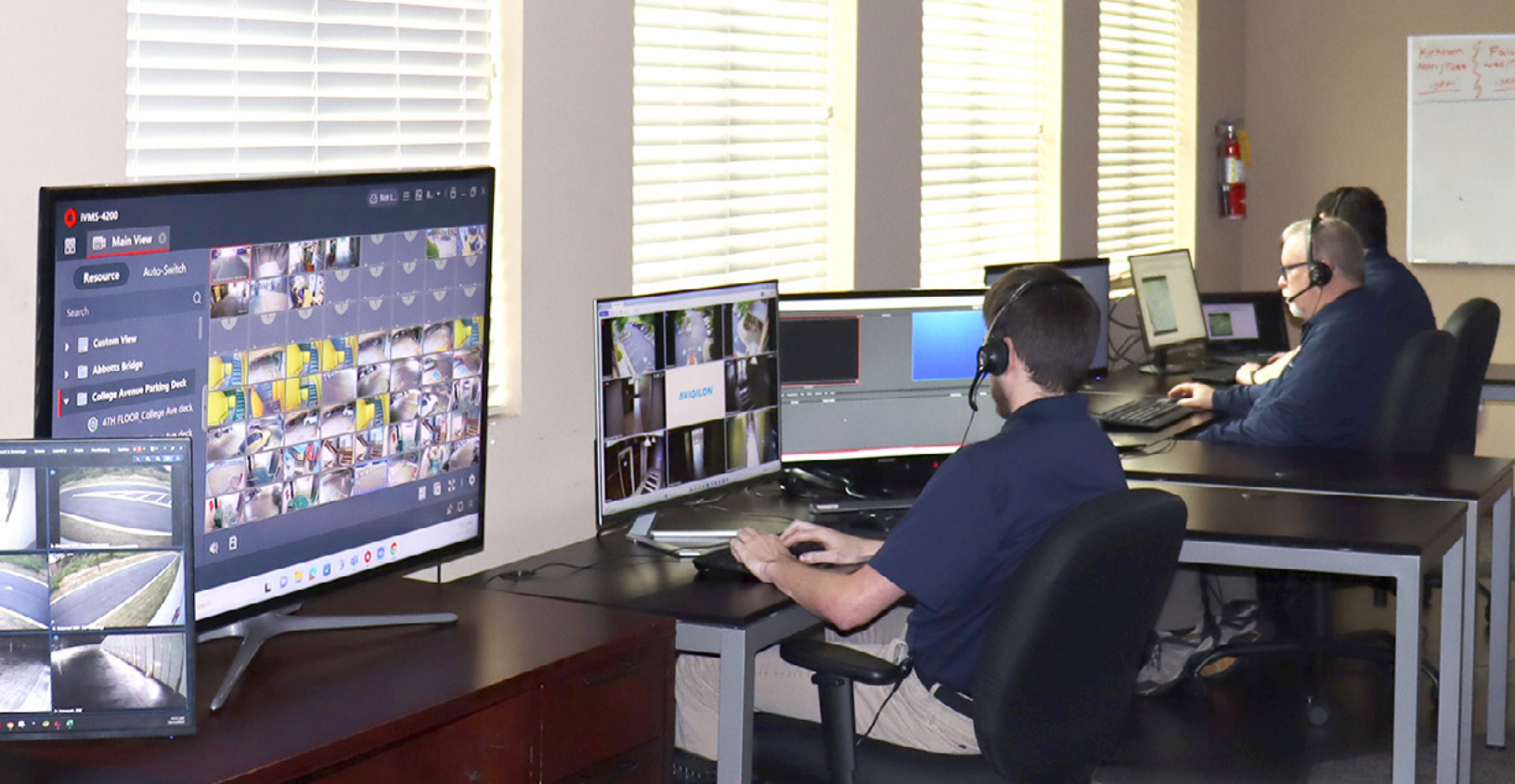
## Benefits

Equipped with Calipsa's analytics, BOS Security lowered its false alarm rate by 80-90%, improving employee morale, customer service and company profit margins. The platform has also allowed them to take proactive action and focus on genuine threats and critical events, reducing response times by over 50%.



# VirtuGuard





## Challenges

While balancing rapid company growth and increased alarm volume, BOS Security needed to maintain the same high-quality site protection while supporting new and existing customer relationships. However, they faced the added strain of false alarms, which were negatively affecting their profit margins and employee morale. Hoping to reduce stress on their security team, respond faster to genuine threats and ultimately provide better customer service, they sought out a security solution to reduce the false alarm rate.

## Solutions

BOS Security decided to deploy Calipsa Detect and Detect Pro, both equipped with Calipsa's analytics. Calipsa Detect, the cloud-based false alarm filtering software solution, allows the company to focus on genuine alarms and allocate their resources and employees to tackling critical events, while Detect Pro's AI-powered scene change detection feature improves camera health. As a result, they were able to improve employee and customer morale, as well as optimize their security investigations and operations. Additionally, BOS Security engaged Calipsa's similarity search feature, an AI-powered forensic search solution that allows security teams to track an object of interest across different cameras, and in total, they deployed Calipsa on hundreds of cameras across their entire client base.



Calipsa is the best at what they do. On top of that, false alarms cause stress on agents as well as clients. By reducing those alarms, we saw significantly positive results for our employees and have been able to deliver better service to our clients.

– Kevin Vettorel, BOS Security



# Benefits

## Increased Trust and Reduced Customer Attrition

Since installing Calipsa's false alarm filtering technology, BOS Security has reduced false alarms by almost 90%. After reducing security agent stress levels, the company has been able to provide improved customer service while reducing attrition. With security teams able to focus on genuine and critical events rather than false alarms, the company has freed up time to foster these business relationships, and increased customer stickiness has also led to higher profit margins for them.

## Situational Awareness for Smarter and Proactive Security

When it comes to safeguarding their customers' people, property and assets, BOS Security knows that maintaining situational awareness is vital. With Calipsa's analytics, they have been able to go beyond a "see something, say something" approach to protecting their sites, taking a proactive approach against potential threats instead. For example, Calipsa allows them to identify potential threats before they escalate into critical events, and if needed, decide whether they need to initiate a preemptive lockdown or not.

Calipsa has enhanced BOS Security's proactive approach to security, deterring crime. In one incident, Calipsa analytics identified three individuals in a heated verbal escalation. When one individual brandished a firearm, the command center instantly took preemptive measures to prevent further escalation. They activated strobe lights and voice announcements via external speakers to notify the disputants of ongoing surveillance, record the unfolding event and instruct them to vacate the premises. The intervention resulted in the individuals fleeing the site. Through Calipsa's intelligent analytics, law enforcement was simultaneously alerted to the events, allowing for a streamlined response before anyone was injured.

## Customer-friendly Video Management System (VMS)

Calipsa's seamless integration with third-party video management systems eliminates the need for extra hardware installations and investments. Though BOS Security employs IMMIX for their central station software, their agnostic VMS means they are able to integrate into any VMS their customer utilizes. Due to Calipsa's partnership with IMMIX, the company is also able to tailor its security solutions to the end-user's existing needs. Not only does this versatility broaden the range of sites BOS Security is able to oversee, but it also provides them and their customers with a more cost-effective but equally intelligent security solution.



## Video Analytics and Quick Response Times

When choosing a new security solution, BOS Security prioritized implementing a solution that would allow for a more effective response to threats. Eliminating the majority of false alarms from their sites – through Calipsa’s analytics – has led to over 50% reduction in reaction time to genuine alarms and critical events. Additionally, without a deluge of false alarms, they are able to dedicate resources where it matters most.

Calipsa’s analytics go beyond simple false alarm filtering. Calipsa Detect Pro also supports scene change detection, an automated twice-a-day check against set reference images that alerts operators if cameras are out of position or have been tampered with. This feature also includes Advanced Idle Detection, where the user sets a customized time period and if an alarm is not received in that specified time, an automatic email report is sent out to those designated alerting of a potential issue.

BOS Security is also trialing a new product for advanced forensic search, Calipsa Investigate, which is also able to monitor the movements of individuals and objects across cameras through its intelligent similarity search feature. This feature helps security teams tackle genuine alarms and streamline forensic operations, no matter the situation. During one incident, Calipsa Pro analytics detected two unauthorized individuals forcibly breaching a fence to enter a construction site and ascend a construction crane. With Calipsa’s similarity search function, the on-site security guard successfully tracked and monitored the movements of the two individuals – their object of interest – across different cameras as the individuals descended the crane. The police arrived on the scene shortly afterward and were able to locate and apprehend the trespassers.

## Improved Camera Health

With a wide range of sites under their protection, including construction sites and locations with high volumes of foot and vehicle traffic, BOS Security knew the importance of maintaining excellent camera health – even in risky and unpredictable settings. Reliable camera health ensures that no alarm is missed. Additionally, Detect Pro’s idle camera checks automatically alert operators if cameras have been tampered with or failed to alarm, reducing strain on employees and customers and lowering labor costs.

## A Stable Partnership

Consistent and reliable in all environments, Motorola Solutions’ Calipsa and Avigilon have been BOS Security’s go-to security partners for years. With properly deployed cameras, Motorola Solutions’ ensures the company sees a 1% or lower false alarm rate, compared to a 30% false alarm rate from other brands.

The Director of Security Technologies and Analytics had been a previous customer of Calipsa and introduced the technology when joining the BOS Security team. BOS Security chose to continue their partnership with Calipsa with Detect and Detect Pro due to the company’s dependability and proven track record of success in security. Its backing by Motorola Solutions, an industry leader in future-proof security solutions, was a bonus as well. Furthermore, BOS Security also uses Motorola Solutions radios for their customers’ sites.





It's very important that Calipsa is backed by Motorola Solutions because every day each of us sees a new platform or analytics offered – having used others and seen companies go under, knowing there is stability and they can rely on the platform for the future is important.

– Dave Dearborn, BOS Security

