

Enterprise.Service Video Management Platform to Service the Telecom Industry

The Telenet logo is on an orange rounded rectangle. It features the word 'telenet' in a bold, lowercase sans-serif font, followed by a red square icon containing a white smiley face. Below the logo is the tagline 'opens your world' in a smaller, lowercase sans-serif font.

Product:

Enterprise.Service
WebCCTV

Details:

60 servers of which 50 are located at head-ends throughout Belgium

Telenet, a subsidiary of Liberty Media International Inc., is the largest provider of broadband cable services in Belgium. The company's business comprises the provision of basic and premium cable television, high-speed Internet and telephony services all across Belgium and Luxembourg.

- The continuous company expansion required the use of a scalable security solution that could grow with the company.
- Telenet was not only looking for a security system but also for a system that would increase productivity of their day-to-day operations.
- The system needed to be flexible enough to be integrated in existing access, fire and Building Management Systems.

To achieve these tasks Telenet selected WebCCTV, the most standards-based video surveillance software for medium- and large-scale businesses.

• Scalability

Since 2001 Telenet has expanded the solution from several WebCCTV servers to more than 60 currently, of which over 50 are placed at head-end installations spread throughout the country. All the alarms and video sources of these WebCCTV units are integrated at the Headquarter into a single interface through the use of Enterprise.Service.



• Reduced Costs and Increased Productivity

Rather than sending highly skilled engineers to remote head-end locations when technical problems occur, Telenet sends the nearest employee or subcontractor to the troubled head-end, where they are authenticated through the videophone by the guards. Once access is granted to them engineers at the Headquarter direct them to perform physical repairs. While the head-end is down the audio system on the battery driven WebCCTV is used as a backup system to communicate with the person in the head-end. Multiple cameras present in the head-end give the engineer a perfect remote overview and allow him to direct the person present to perform the physical tasks required. This system results in the shortest possible down time and the least revenue lost.

Camera images are used throughout the organization to increase efficiency. Telenet employees can check the occupancy rate of the corporate restaurant through published security camera images on the Intranet.

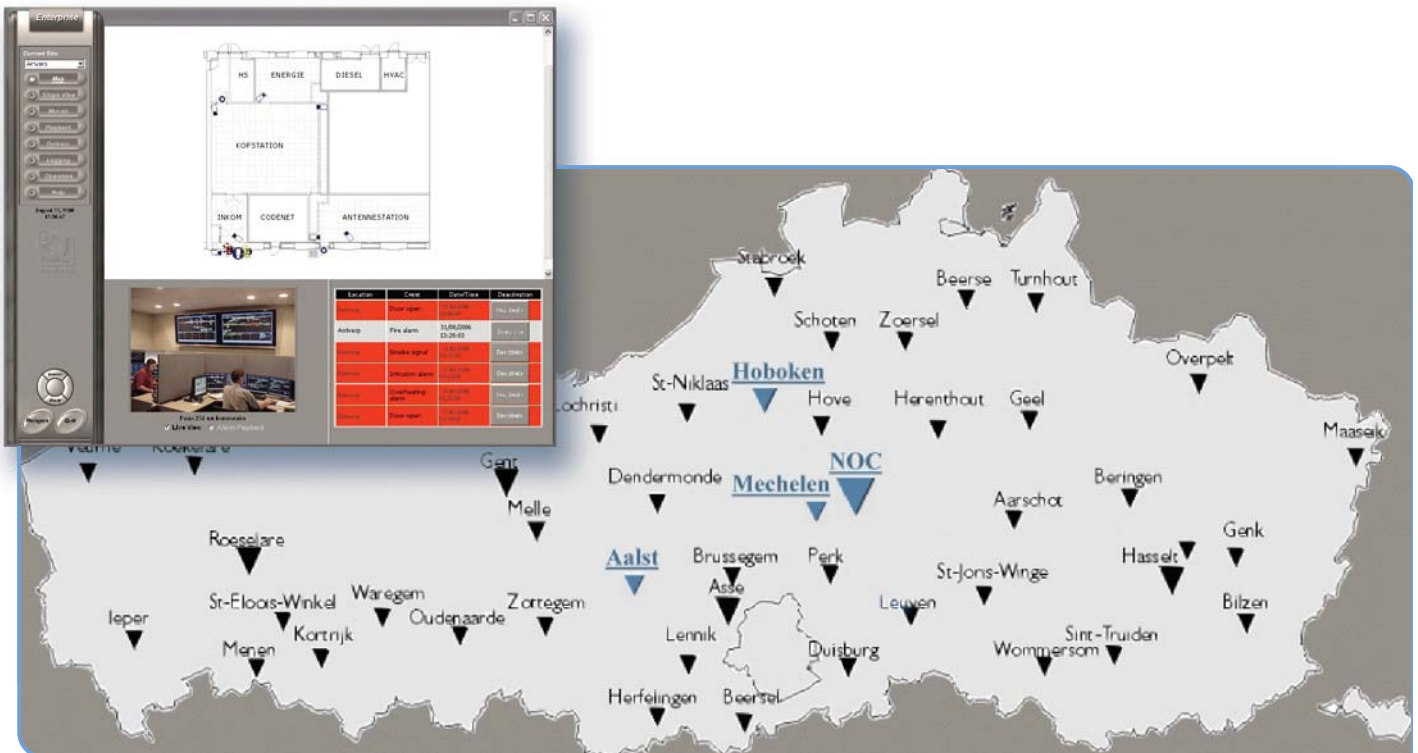


• Seamless Integration

"It was a huge project. The software's use of standards such as ASF, OPC, SNMP, XML, enabling smooth integration with other applications, was a key reason for selecting WebCCTV, - says Telenet's Security & Infrastructure engineer, Ronny Verbruggen, - we in the telecom industry have realized the full importance of standards as not a single communication would get realized without them".

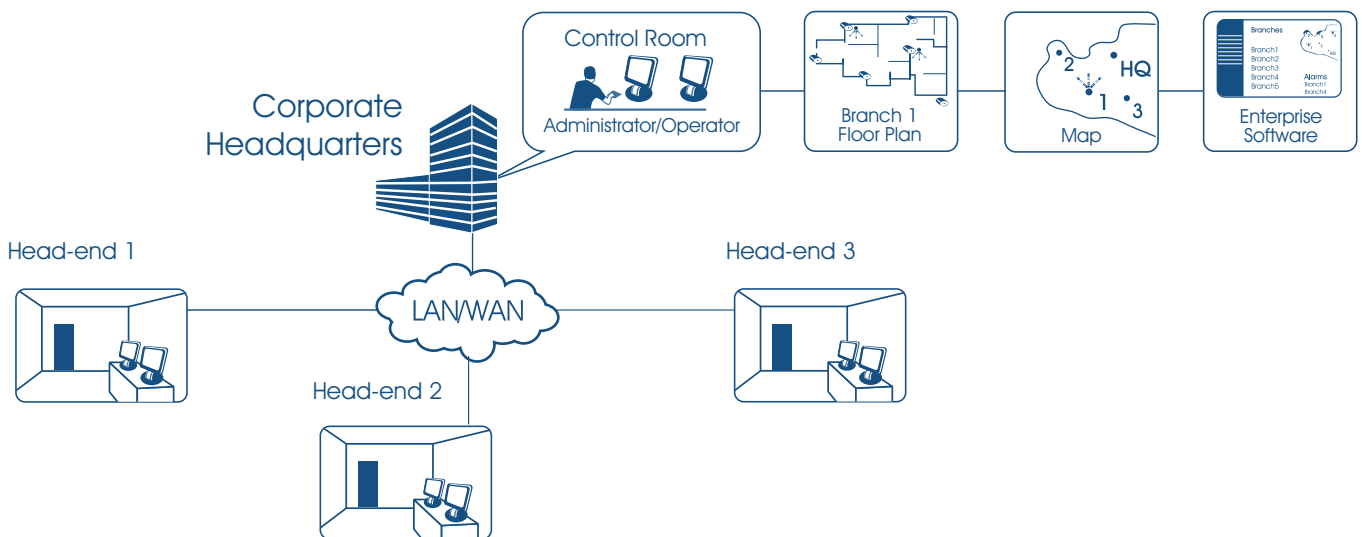
The standards-based video system is integrated with the access, fire and Building Management Systems present in the expensive head-ends. Whenever a sensor or alarm is triggered automatically, the nearest camera and a corresponding map featuring other cameras present nearby are activated giving the guards the best situational awareness possible.





Server locations managed through Enterprise.Service in Belgium

Telenet reduced down time and the resulting operational costs dramatically through the use of Enterprise.Service managed WebCCTV's. This state-of-the-art solution is a perfect application to meet the requirements of the telecommunication industry.



Glossary of terms:

Head-end - large un-staffed computer room that serves a regional area with broadband cable services, premium cable television, high-speed Internet and telephony services.