

Enterprise.Service Video Management Platform to Service the Petrol Trading Industry



Product:
Enterprise.Service, WEBCCTV

Details:
Petrol Station chain with locations throughout Belgium

Van Reeth is a chain of completely automated petrol stations spread throughout Belgium. As the number of petrol stations in the chain was growing, Van Reeth began looking for an effective management solution which would allow addressing the following issues:

- Ensuring customer safety by protecting petrol stations against vandalism and fraud
- Increasing chain productivity by cutting operational costs
- Improving petrol stations management

To ensure maximal satisfaction of these needs, Van Reeth Management decided to standardise on WebCCTV application together with its Enterprise.Service management solution.

Safe customer service

Integrating a state-of-the-art network video surveillance system from Quadrox allowed Van Reeth to monitor all of its petrol stations 24 hours a day and consequently ensure customer safety. Day and night, WebCCTV prevents vandalism and fraud at all Van Reeth locations.



Improved chain management

In addition to effectively securing Van Reeth sites, WebCCTV turned out to be a powerful management tool. All Van Reeth petrol stations are connected through a virtual private network (VPN) that limits access to authorised users only. Through the use of Enterprise.Service, all the alarms and video coming from different automated Van Reeth sites are integrated at the Headquarters into a single interface, which gives the best possible situational awareness. As a result, remote monitoring and investigation of suspect situations at petrol stations is handled very efficiently. This allows minimising the number of physical interventions and onsite visits by Van Reeth technical crew.

Bottom line enhancement

WebCCTV allowed Van Reeth to cut its operational costs considerably. First of all, the petrol station chain was able to reduce its expenses on surveillance cameras. As the area covered by multi megapixel cameras supported by WebCCTV is several times bigger than the one covered by regular digital cameras, fewer surveillance cameras and less equipment needed to be purchased. Secondly, WebCCTV lead to reduction of the number of physical interventions and onsite visits by technicians resulting in a significant cost cut. At last, with the help of constant video monitoring through WebCCTV, Van Reeth was able to minimise losses from vandalism and fraud taking place at petrol stations.

Optimised transaction-based storage

The WebCCTV solution designed specifically for petrol stations allows linking transaction and video data for each event occurring in the forecourt. Integration between WebCCTV and Torex Retail Forecourt System results in optimised storage where transactions are stored longer than activity-based recordings. In case of



disputed transactions it is possible to instantly look them up based on a transaction ID.



Van Reeth has been a WebCCTV user since 2002 and has been using the network-camera-enabled version for already 2 years. As a result of the use of WebCCTV, Van Reeth was able to increase productivity rates and safety. Furthermore, as Van Reeth keeps growing, every new station is to be equipped standard with WebCCTV.