Infinity protects Ballito Junction, one of the biggest shopping malls in Kwa-Zulu Natal

infinity

INNOVATIVE OPEN-PLATFORM VIDEO
MANAGEMENT SOFTWARE

Client

Ballito Junction Regional Mall is the home of fabulous shopping in the vibrant heart of Kwa-Zulu Natal's Dolphin Coast.

Featuring 200 carefully selected stores and six anchor tenants including Pick n Pay, Woolworths, Checkers, Edgars, Game and Dis-Chem, Ballito Junction Regional Mall combines convenience with a world-class shopping experience.

The new Ballito Junction Regional Mall opened on 23 March 2017. It offers three magnificent shopping levels with a full range of retailers including fashion, footwear, wellness, health and beauty, home décor, cellular services, banking and more.

Challenge

The purpose of CCTV products in the retail sector such as shopping malls is primarily to keep the public and their belongings safe. Petty crimes and organised violent crimes such as armed robberies are all a reality at malls. Parking areas have a reputation for drug deals and illegal trade.

It is vital to use only equipment that meets a high standard and to provide comprehensive training for operators regarding both the product and procedures.

Cameras should be of high quality to ensure that facial detection can be used to at least perform a valid identification of suspects. Static and PTZ cameras need to be used in surrounding areas such as open parking ar- eas, where most criminal activities take place. In addition, the VMS must be user-friendly in order for the operators to use the PTZ functions and switch between views quickly and easily.

Immediate access to footage must be available in the event of situations unfolding and if there are any queries from patrons.

Solution

One benefit of using the Infinity VMS platform is the ability to use a large variety of Onvif cameras as well as integrated cameras. This solution uses a variety of camera brands, including panoramic cam- eras in certain areas with multiple entrances and exits. Infinity VMS allows the full functionality of the Panomorph lens as a digital PTZ, access to create views with multiple areas selected, and perimeter views (a full 360° view).

The mall is well-covered with megapixel cameras for different applications, such as watching fire escapes. Using Infinity VMSAnalytics to monitor fire escapes allows the mall management to set a line-crossing alarm on doorways that primarily function as fire escapes. When the alarm is triggered, it shows the operator a popup view with alerts and sends notifications via email.

The easy–to-use PTZ functions play a major role in this solution, since parking areas are generally a place of concern, and Infinity VMS allows for a wide variety of functionality on the PTZ cameras.

176 channels are active on site with 1 server. The operators each have a station running Infinity VMS Ultimate with 16 monitors allowing for multiple views at any time.

Results

Infinity VMS provides easy, no-fuss access to various functions, which is a great help for operators new to the system. The overall VMS can watch all areas and provide assistance to ground personnel from operators who are monitoring the system at all times.

The opening day of the mall was marred by threats of protest action, which resulted in putting both the mall security forces and the local police service on high alert. With the Infinity VMS system in place, security personnel were able to allow Security Services, with
SAPS in attendance, to use the video management system with ease, capturing each moment as it unfolded. No injuries or violent activities were reported, and all damages to the
property were captured and noted on the system.

Software	Infinity VMS Ultimate
	Servers: CAPSULE DR2460
Hardware	**Cameras:** Sunell Static domes, bullets and PTZ's
	Network: Dell and IFS Networking