Calipsa   **PROSEGUR**

Prosegur USA

Helping Prosegur USA save 40 labour hours per month with a cloud-based false alarm filtering solution

Up to 92%

Average total false alarm reduction

About Prosegur USA

Prosegur USA has been providing customised, cutting-edge security solutions for companies in a wide range of industries since 2005. Using the latest video surveillance technologies, Prosegur USA conducts virtual patrols, responds to analytic-driven alarms, and manages access control and other services for hundreds of clients across North America.

Prosegur USA is system agnostic; it has integrated video surveillance systems from a wide range of manufacturers and utilises a VMS (Video Management System) that allows it to receive alarms, see live views, and perform other functions under a single platform.

False alarms from legacy-type systems

Prosegur USA was experiencing a higher than acceptable number of false alarms, a challenge experienced by the video monitoring industry as a whole. This was heightened by a number of their clients using legacy systems that did not run an analytic-based alarm platform. With only motion detection available on some sites, the volume of false alarms was significant.

Due to the quantity of false alarms received into its control room, Prosegur USA was experiencing the secondary challenges of runaway situations and "alarm fatigue" from its Monitoring Agents. Repeatedly processing false alarms can desensitise agents, while reducing the time available to spend on genuine alarms. As a result, Prosegur USA was committed to providing a solution that would not only reduce false alarms, but also help improve the wellbeing and performance of its agents.

Staying ahead of the curve

With a clear goal to reduce false alarms while also improving the quality of its monitoring services, Prosegur USA began searching for a solution. As a company that focuses on always being ahead of the curve with new technologies, it became clear to Prosegur USA that platforms using AI, such as Calipsa, could be used to filter out high numbers of false alarms.

Prosegur USA started with a trial period of Calipsa's False Alarm Filtering Platform, where it connected a selection of cameras for filtering. This was to evaluate the usability of the product, along with its filtering capabilities and ability to accurately highlight true alarms. After initially being impressed by the ease of set up, following the trial Prosegur USA also saw huge potential in the effectiveness of the product having achieved an initial false alarm reduction rate of 86%.

A cost-effective solution for monitoring services

Since going live, Prosegur USA has seen false alarm reduction rates average between 60-90% on sites connected to Calipsa, with one of the first four locations achieving false alarm reduction of 92%. Calipsa has simultaneously proven very effective in reducing alarms without missing any legitimate activity.

After just a month on the Calipsa platform, Prosegur USA was already able to save between 35-40 labour hours per month. This has made Calipsa a very cost-effective solution and has allowed Prosegur USA to provide Calipsa as an added value service, rather than a paid solution.

Not only has Calipsa achieved significant labour savings, but more importantly it has also helped Prosegur USA to improve its monitoring service by reducing the operator alarm fatigue created by the need to chase false alarms all day. It has seen that response times have, on average, improved since implementing the solution.

Prosegur USA plans to continue adding cameras to the platform moving forward, and has included it in several proposals since signing up.

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There are a lot of AI platforms in the market these days, but Calipsa has stood out

due to its effectiveness and ease of use. We've been really happy with the results and hope to continue to grow our relationship with Calipsa.

**Eric Jackel
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Prosegur Security Monitoring**

Get in touch with us!

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