



CNL Software Case Study

City of Atlanta - Safe City



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Atlanta has a resident population of over 420,000. It is the cultural and economic center of the Atlanta metropolitan area, which is home to more than five million people and is the ninth largest metropolitan area in the United States. Additionally, Atlanta is one of the United States' leading tourist destinations, both for Americans and those visiting the U.S. from abroad. As of 2010, the City was the seventh-most visited city in the US, with over 35 million visitors per year.

The Challenges

Ensuring the safety and security of citizens and visitors is key to the success and progress of any city. This is especially true for Atlanta being one of the most multi-cultural cities in the U.S., and that it attracts investment from across the globe. As with any large city Atlanta is becoming more reliant on the use of visual intelligence to help identify and resolve safety and security incidents faster and more precisely.

Over the years Atlanta invested in a number of surveillance systems to provide law enforcement and security professionals with visual intelligence through the eye of a camera, well before first responders had arrived. Most recently, the City upgraded aging analog cameras to digital, and moved from a leased line to wireless back haul. These systems have all operated independently from each other and have been located across a wide geography. As with the rest of the US, government agencies are working hard to increase collaboration, increasing both the efficiency and effectiveness of their activities.

The most cost effective method to increase the amount of visual intelligence available to all government agencies, including the City of Atlanta's Police Department, was to create a shared Video Integration Center (VIC). The challenge was the disparate nature of the video system. These were mainly based on proprietary technologies and were both analog and IP based. Additionally, the City wanted to take advantage of the large number of private cameras located in the City, from sources ranging from the Publix supermarket in Buckhead to the Georgia State University. This further increased the complexity of bringing all of these systems into one common platform.

Situational Awareness

Once connected the system needed to offer a common set of controls for all video sources, allowing operators to seamlessly move from a camera located on a downtown street, to one located in a shopping mall, to one located in a bus station, so they could observe incidents as they unfolded. Additionally, it was a requirement to instantly distribute and share this intelligence to all relevant stake holders enabling rapid responses following incidents.



Facts and Figures

- 1,639 police officers
- 8,376 square miles
- 40,708 Victims of Crime 2009
- 35 MILLION visitors per year
- Over Five MILLION resident in Metropolitan area

Finally, due to the anticipated wide range of agencies, each with their own specific requirements for visual intelligence; meant a method was required to provide each with the administration control and privileges they needed to perform their roles in the City.

The Solution

The solution was to be utilized to protect citizens, commerce and infrastructure, the City needed to be certain they were selecting a tried and trusted technology that was proven within the Safe City framework. To aid them in this process they enlisted the services of Ciber Inc., who has significant experience in deploying control room solutions in a wide range of critical environments.

Ciber Inc., selected IPSecurityCenter™, from CNL Software which has been deployed to protect a number of large cities across the globe, including Washington D.C. and Manchester in the UK. It was proven to provide the resilience and scalability needed to connect, manage and distribute the huge amount of data generated by the City.

IPSecurityCenter works by connecting the diverse range of systems into the common operating platform ensuring operators do not need to worry about the underlying technology, allowing them to focus on identifying and solving crime. The system will give the Atlanta Police Department the capability to integrate public and private video systems, video with computer aided dispatch (CAD), into an integrated suite of emergency dispatch applications that allow call takers and dispatchers to manage incident information more efficiently.

Cost Savings

The solutions offers all of the agencies involved huge cost savings. If each of the agencies increased their own infrastructure to levels provided by the VIC, the cost would run into millions of dollars. Add to this the ability for all of these agency to access video from private enterprise, and suddenly the return on investment for the system is easily justified.

Each new camera added from the private enterprise, such as stadiums, stations, malls and convention centers increases the effectiveness of the system, increases public safety and saves the City money, it is an extremely compelling return on investment for all agencies involved.

Operational Benefits

The massive amount of video coming into the VIC would be impossible to manage, creating “information overload” without IPSecurityCenter’s ability to intelligently catalog, map and visualize the right video at the right time.

The compliance workflow engine provides process Integration, bringing together operator and machine processes, thereby reducing opportunities for human error. Additionally, it ensures the execution of standard operating procedures (SOPs) as well as the City’s major incident and event management policies.

Following an incident, when seconds count most, the system provides exceptional connectivity tools allowing camera images to be rapidly accessed, enabling the first PTZ control in less than 41 milliseconds and within 1 millisecond after the PTZ lease has been obtained.

Armed with immediate situational awareness, operators are able to respond to incidents with greater accuracy and can ensure the most appropriate response to combat threats, crime and anything that could jeopardize the safety of citizens, commerce and infrastructure.

The system provides rapidly deployable role based interfaces, which can be defined by user type or workstation, providing operators and key task masters with clutter free interfaces with only the resources they need to manage events and incidents for optimal results.

Every agency has their own need for management information and reporting. The system provides an enterprise level reporting engine, automating and delivering effective reports and statistics on overall system performance, device availability, operational effectiveness and any of the SOPs defined by the City.

Future Developments

As with any enterprise level system, there is a constant need to increase the system, both in terms of the number of users, geographic coverage and new functionality. IPSecurityCenter allows an easy migration path to incorporate new technologies such as gun shot detection systems, tracking systems and smart video such as LPR and analytics.

IPSecurityCenter offers integration capability allowing the City to reach all new technologies and legacy systems, both public and private, that are required to realize the City’s vision for public-private partnerships in the foreseeable future.



About CNL Software

CNL Software is a world leader and global provider of Physical Security Information Management (PSIM) software, designed for complete Integrated Situation Management. Our award winning PSIM technology is deployed to secure major cities, critical infrastructure and global commerce. CNL's software sits at the heart of some of the largest, most complex and ground-breaking security integration projects in the world. Our work with leading organizations is helping to shape the future of security by offering thought leadership on key issues such as asset protection, energy reduction, process compliance and business advantage in converged physical environments.

About IPSecurityCenter™

IPSecurityCenter is the ultimate PSIM software based integration and management platform. It connects and manages disparate building and security technologies such as video surveillance, life critical systems, radar, analytics, HVAC, PIDS, GPS tracking and GIS mapping. Through aggregating intelligence from these systems, it allows organizations to react faster and more precisely to incidents. IPSecurityCenter provides operators with real-time Situational Awareness through a Common Operating Picture (COP) and following an alert, alarm or event presents step by step process guidance, ensuring complete compliance to security policies.



Contact Us

CNL Software Ltd
Building 11, Watchmoor park
Camberley, Surrey GU15 3YL,
UK Tel. +44 (0)1276 587400

CNL Software, Inc.
21750 Red Rum Dr., Suite 117
Ashburn, VA 20147 US
Tel. +1 317 522 0313

CNL Software Limited - (Branch)
Office 201 H, Level 2
Incubator Building, Masdar City
PO Box 135140 Abu Dhabi UAE
Tel. +971 2 6656177

Email : info@cnlsoftware.com
Web www.cnlsoftware.com



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