

# RETAIL 2023

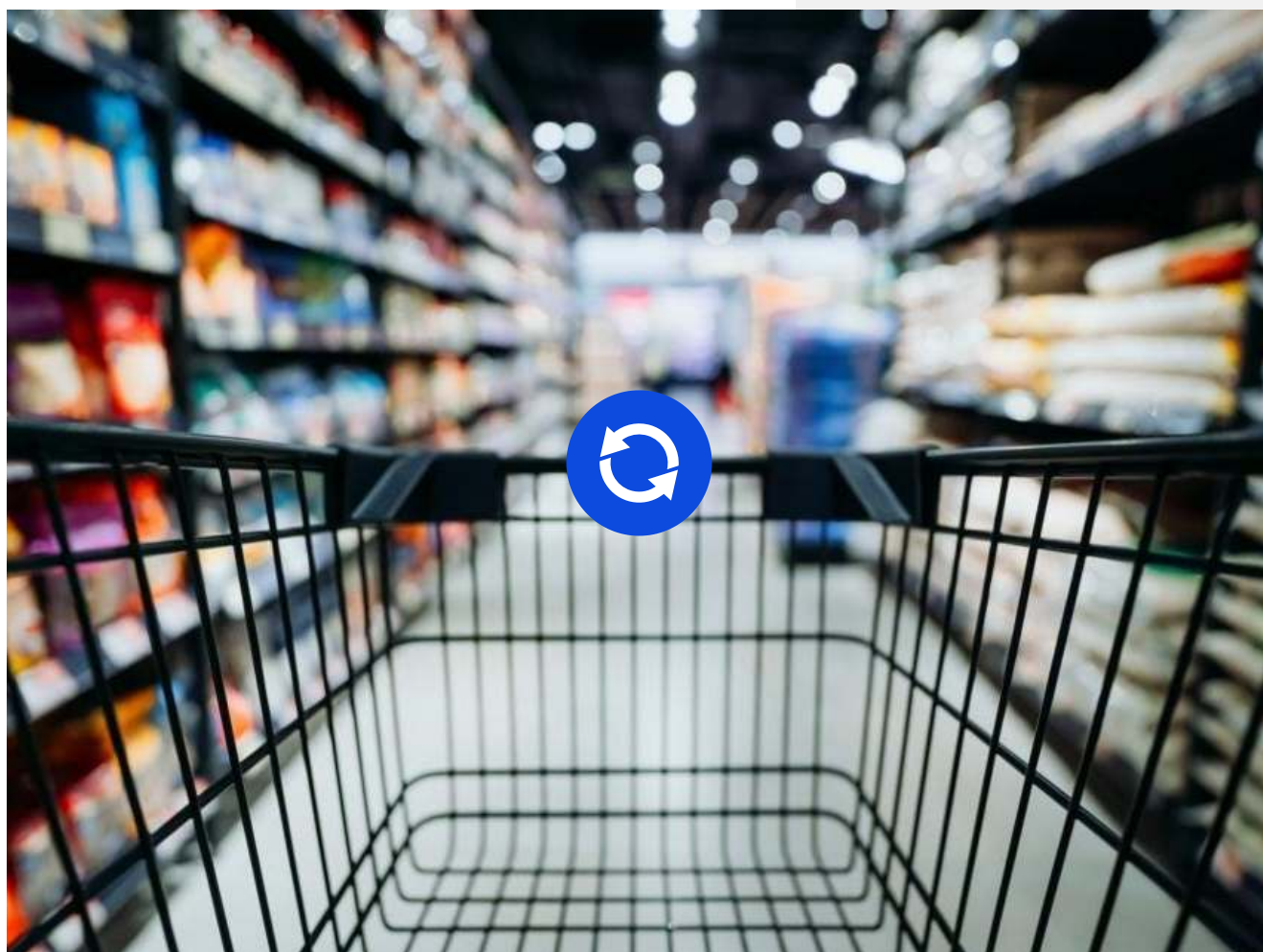
## Sky-Walker Retail Customer Case

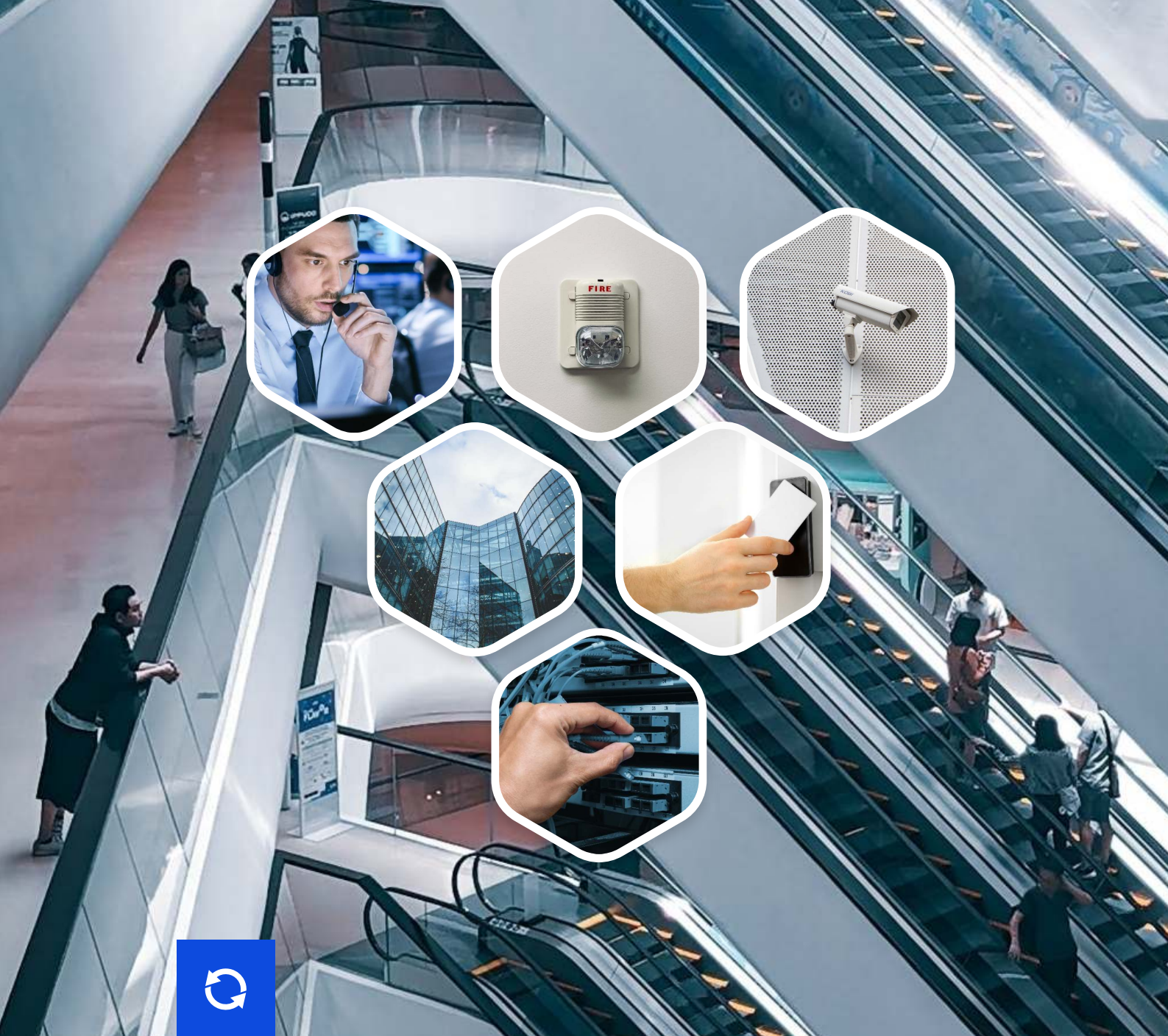
### WHY SKY-WALKER FOR RETAIL?

In a retail environment, guaranteeing safety is a big must since it characterizes itself by a large group of attendees. Those attendees could be of all sorts; customers, employees, suppliers' employees, safety personnel, and so on.



*Building  
Software  
That Matters.*



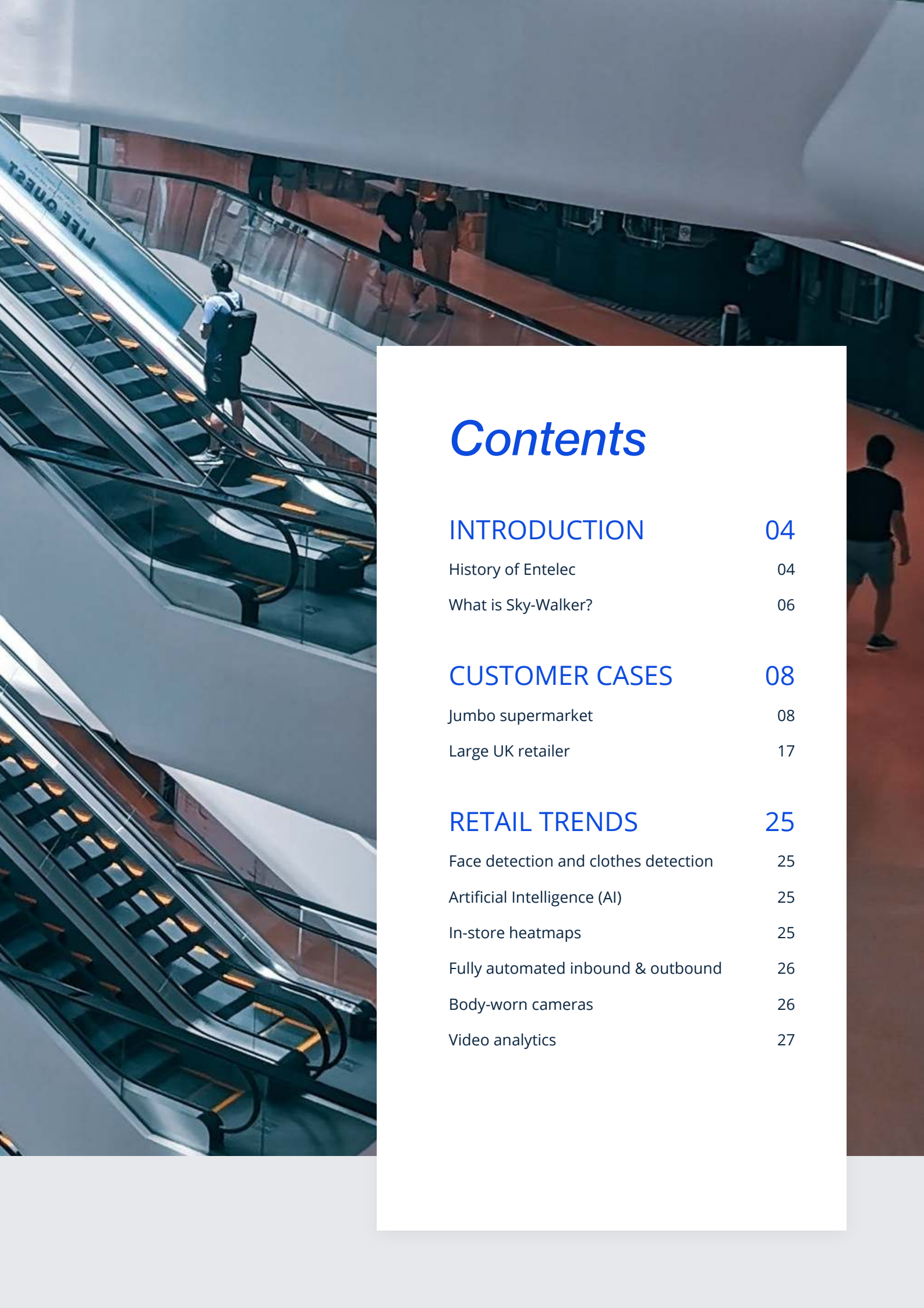


## SKY-WALKER PSIM FOR RETAIL

**Retailers** have many buildings and in general, each building has a multitude of **security, safety and comfort systems**. During an incident several systems can be involved such as video surveillance, access control, and many more. Incident management can be complex because the operators must be able to manage each system via different software, for example, the video surveillance system is managed on a VMS and the access control system on another software.

**Sky-Walker** will allow you, as a retailer, to manage all the systems of your buildings but also of your sites via a single platform. All the systems will be coordinated, and you will be able to manage the different incidents very quickly and efficiently.





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# Introduction

## ABOUT ENTELEC

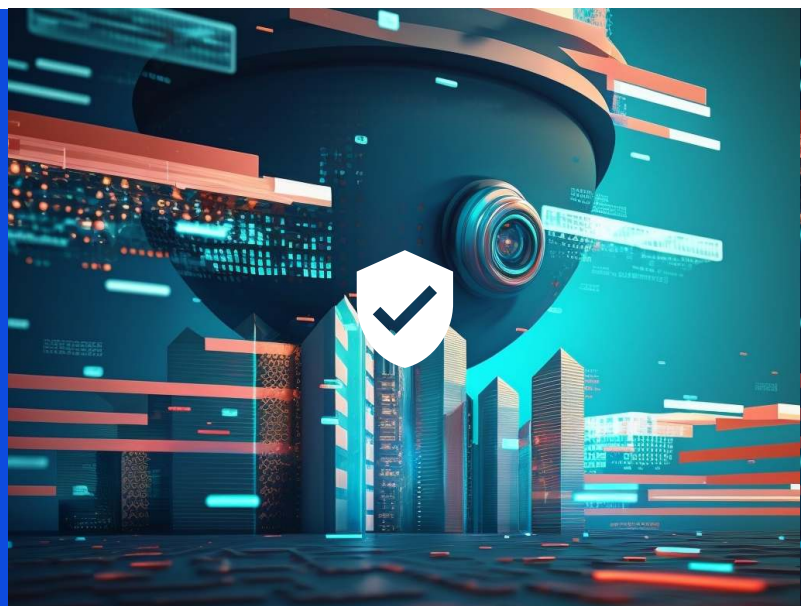
30 years ago – in 1992 – Entelec saw its first light in the world of PSIM (Physical Security Information System). Founder Miet Loix started with the creation of an Open Integration Platform that integrates multiple Safety, Security and Comfort systems into one high-end interface that enables companies to take their building management to a higher level.

*Sky-Walker runs control rooms worldwide*

30 years later, our Open Integration Platform Sky-Walker has been the saviour of many control rooms. Many large projects gave us the chance to put Sky-Walker on the map permanently, and we are proud of that! Starting in Belgium where our Headquarters are rooted, we grew our branches to multiple countries. And yes, the fruits we now bear. Leading us to eventually start multiple offices in France, the Netherlands and the United Kingdom. From those locations, we can assist our customers faster and make sure we are close to those companies that are in need of a high-end PSIM tool.

## ISO 27001:2013 & 9001:2015 CERTIFIED

We are the proud owner of the ISO 27001:2013 & 9001:2015 certificates. This means that our processes are audited for a quality check each year to make sure that both our internal and external way of working are up to the highest standards.



## OUR TIMELINE



## OUR OFFICES

Although there are Sky-Walker installations in more countries than we can count, we mostly focus on western Europe.

More precisely Belgium, France, the Netherlands, and the United Kingdom. In each of these offices, there are experts in charge of providing the best solutions for our customers.

Our offices strongly believe in teamwork to support the need of today's PSIM market.



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## CORE VALUES

### INNOVATION

Our R&D team is constantly looking for innovation by experimenting with the latest technology trends.

### EXPERIENCE

For more than 30 years, our integration projects have been a success thanks to a team of experts

### CUSTOMER SATISFACTION

We guarantee a sustainable quality relationship with all our customer's thanks to our ISO certifications.

# What is Sky-Walker?

To ensure **safety and security** in buildings as well as a decent level of comfort for its attendees, a wide variety of diverse technologies are used, each with its software. This makes the management of safety, security and comfort very complex and requires knowledge of different software systems. Surely in the **retail sector**, where especially large buildings in different locations are facilitating warehouse activities and a lot of people come together, this can lead to inefficient building management.

By integrating all your subsystems into our **Sky-Walker Open Integration Platform**, this issue is no longer. Our powerful and intuitive **PSIM software** enables your control room to centralise and manage all processes to react much more quickly and efficiently. Your operators will not have to handle multiple software tools for they are integrated into Sky-Walker.

This makes education in all software tools unnecessary. Only one Sky-Walker education enables them to manage the daily workflow. In addition, our interface is fully customisable to your demands. When an incident occurs, your operators can restore the situation to a safe environment to insure the daily workflow can be continued in no time.



## SAFETY

Safety Management systems are designed to manage safety elements in the workplace. Thanks to its open integration infrastructure, Sky-Walker connects and integrates with any type of safety management system such as a public address, alarm messaging, evacuation systems, fire and hazard detection, and many more.



## SECURITY

Security Management relates to the security of buildings, people, and assets, as well as to the protection of information, network, and telecommunication systems. Traditionally, Physical Security Information Management (PSIM) software provides a platform to integrate multiple security subsystems and devices like CCTV, access control, intrusion, intercom, etc.



## COMFORT

Comfort Management typically relates to systems that control the building climate. Think of heating, ventilation, air conditioning, cooling, and humidification for example. Together with other kinds of comfort management systems like lighting, energy consumption, and electricity, Sky-Walker is able to keep an overview of the comfort level within buildings.





“

*With Sky-Walker, we can provide our retail customers the potential to fully control all their Building Management Systems (BMS) with maximum efficiency.*



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## WHO IS JUMBO?

Jumbo is a Dutch chain that has become the second largest supermarket chain in the Netherlands. For the delivery of its goods, Jumbo has about ten distribution centers and has been able to start developing a brand new one since 2019.

# Customer Case: Jumbo

## THE PROBLEM THEY FACED BEFORE SKY-WALKER

Jumbo, a leading supermarket chain in the Netherlands, was facing a number of challenges in managing its logistics and security systems across its 10 distribution centres. The growing complexity of managing multiple security, safety, and comfort systems in multiple locations was becoming increasingly difficult, particularly during incidents.

Jumbo also faced difficulties in optimizing its logistics processes, which were struggling to keep up with the high volume of orders and goods received at its distribution centres. The need to automate inbound and outbound logistic flows and to ensure optimal security during these processes was imperative.

## INTEGRATION OF SECURITY SYSTEMS

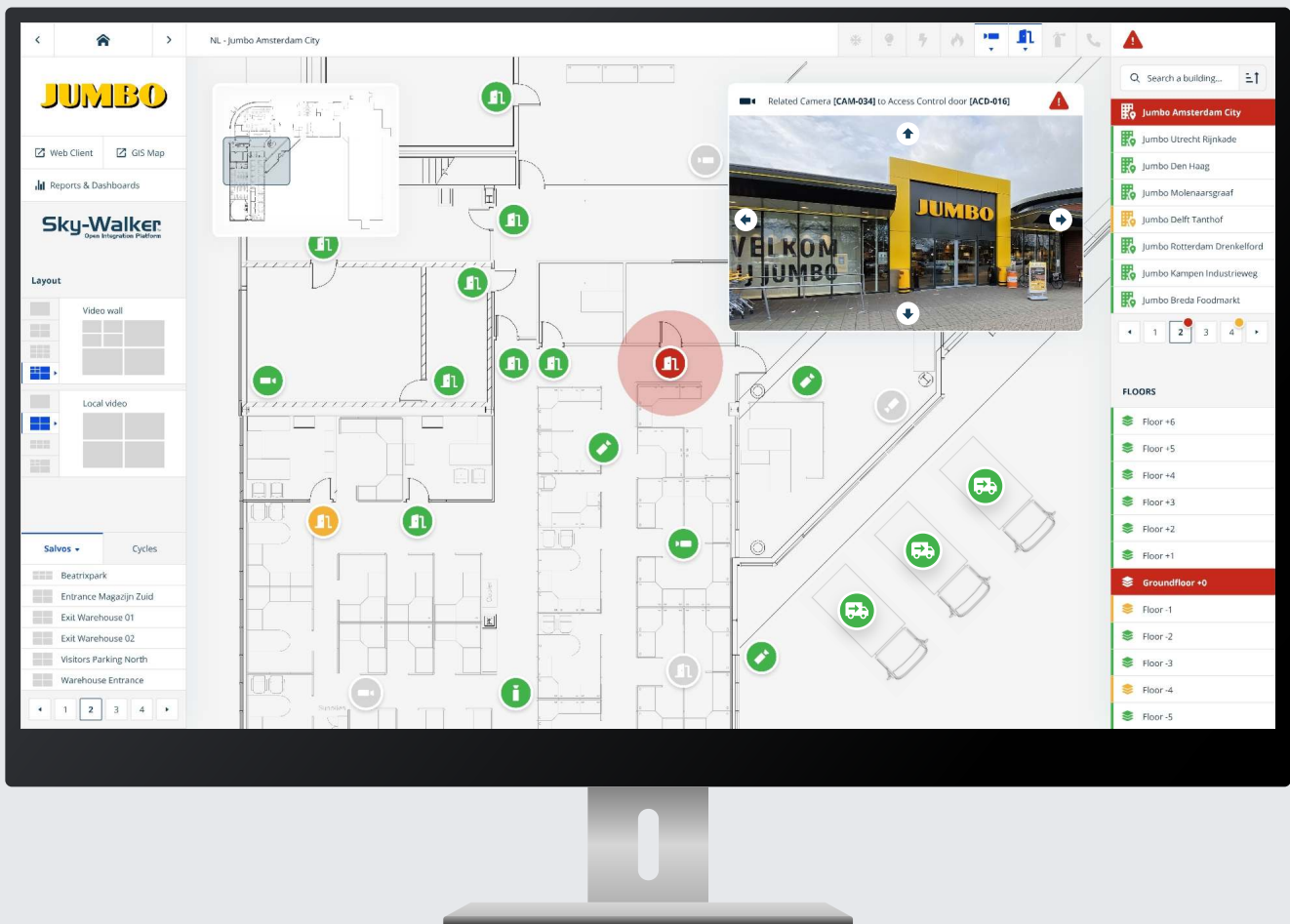
Jumbo sought a solution to integrate all its security, safety, and comfort systems into one coherent environment. The goal was to simplify the management of these systems, making it easier to respond to incidents in real time. Jumbo wanted to have all systems visible through one interface, with status updates and alarms clearly displayed, allowing operators to quickly and efficiently manage incidents.



## AUTOMATING INBOUND AND OUTBOUND

Jumbo required a solution to automate its logistics processes in order to optimize security and efficiency. The manual process of tracking orders and deliveries was becoming increasingly unmanageable and was impacting the company's ability to effectively manage its operations.

To achieve complete automation of the logistics process, Jumbo sought a solution that would enable seamless integration of its own order data and that of its suppliers. The solution needed to provide carriers with the necessary information and activate access control upon delivery, and to connect video surveillance in case of incidents.



Monitor 01 is mainly used for floorplan navigation, object filters and starting salvos & sequences

## SKY-WALKER'S SOLUTION

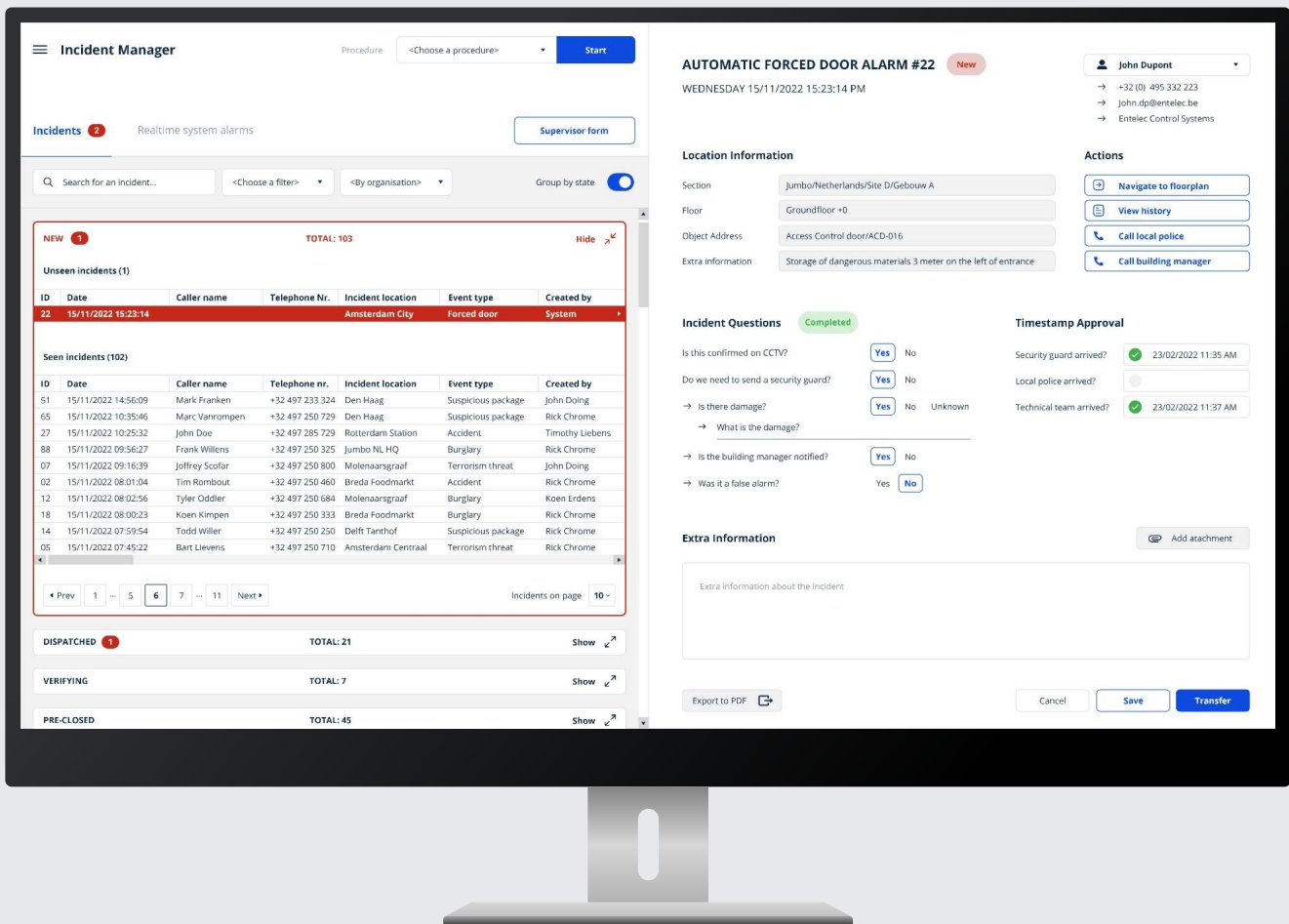
### Integrated User Interface

Our Open Integration Software Sky-Walker provided Jumbo with a user-friendly interface to manage all its security, safety, and comfort systems. Our convenient interface was designed to be easy to use, with all systems visible via icons, colour-coded according to their status, and an alarm management window appearing during incidents. This allowed operators to quickly and efficiently manage incidents in real-time, improving security and streamlining management.

### Automated Logistics Workflow

The logistics processes were automated by Sky-Walker, which integrated Jumbo's order data along with data from its suppliers. Upon delivery, carriers received the necessary information and access control was activated. For improved incident management, video surveillance was connected to Sky-Walker for real-time monitoring, allowing Jumbo to respond quickly and effectively. The automation of logistics processes provided Jumbo with improved security, increased efficiency, and the ability to approach issues centrally.





Monitor 02 is mainly used for alarm handling and procedure follow-up after an event

## IMPROVED SECURITY AND EFFICIENCY

By connecting all systems and automating logistics, Jumbo was able to significantly improve its workflows. The integration of security systems and the automation of logistics processes allowed Jumbo to focus on delivering high-quality products to its customers while ensuring the safety of its employees and distribution centers.

Jumbo's operations were smoothed out, allowing it to respond quickly and effectively to incidents, improving security and reducing the impact of disruptions.

Thanks to the implementation of automated inbound and outbound processes, Jumbo experienced an improvement in both customer and supplier satisfaction by enabling nighttime deliveries through full automation.

## INTEGRATED IP-MATRIX VIDEO WALL MODULE

Sky-Walker integrated an IP-Matrix into its solution for Jumbo, further improving the security and efficiency of Jumbo's logistics processes. The IP-Matrix allowed Jumbo to easily get a quick overview of all their connected CCTV IP Cameras and thereby making it easier to control & monitor its distribution centers. This added an extra layer of security to the delivery process, ensuring that only authorized personnel had access to the centers. The IP-Matrix also provided Jumbo with detailed logs and reporting capabilities, allowing it to track and monitor access to its distribution centers.

### IP-MATRIX ↘



## WHAT CAN BE CONFIGURED WITHIN SKY-WALKER?

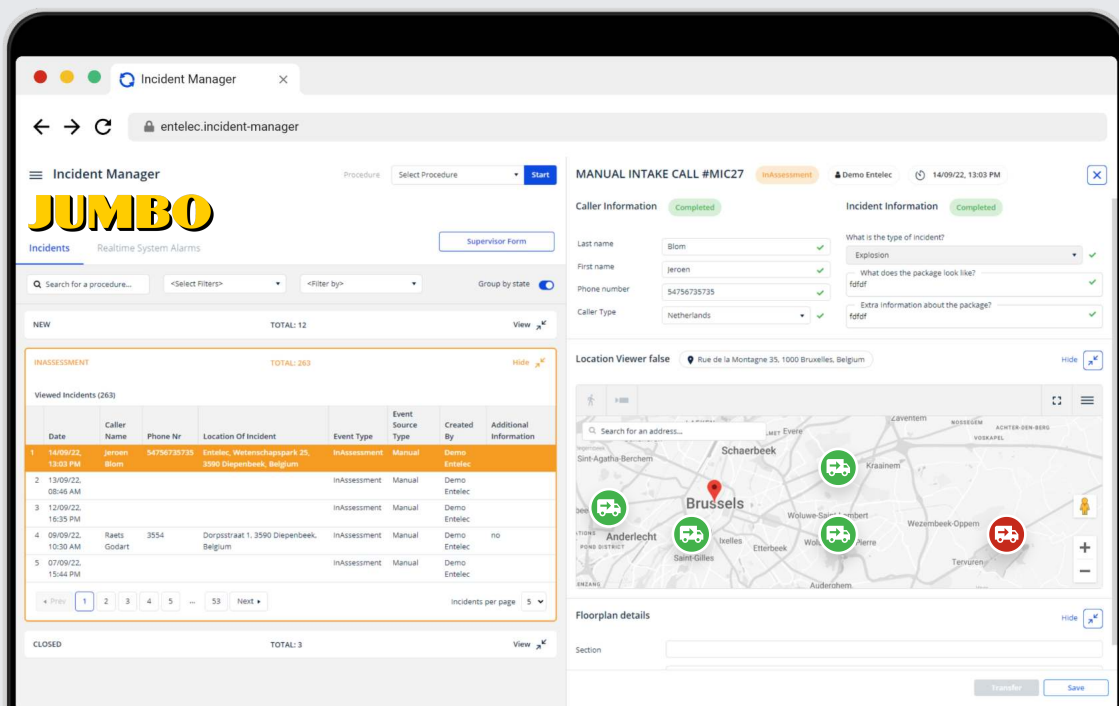
- ✓ Create & manage users
- ✓ Add custom commands
- ✓ Take over master control
- ✓ Create & manage system points
- ✓ Manage all your Sky-Walker layers
- ✓ Manage viewers & viewer groups
- ✓ Manage hosts, monitors & systems
- ✓ Setup multiple alarm buffers
- ✓ Object library management
- ✓ AutoCAD import tool
- ✓ Manage all your licenses
- ✓ Report & dashboard configuration
- ✓ Manage sections & backgrounds
- ✓ Customize your procedures

## ACCESS SKY-WALKER THROUGH OUR WEB CLIENT

The web client provided Jumbo's suppliers with real-time information about the delivery process and access control. This allowed suppliers to have complete visibility into the delivery process and ensured that deliveries were secure and efficient.

Within future Sky-Walker releases the web client could make it possible to communicate with your suppliers, keeping them informed about the status of their deliveries and providing them with real-time updates. The web client provided Jumbo with a more streamlined and efficient way to manage deliveries, improving communication and security, and providing its suppliers with greater visibility into the delivery process.

### WEB CLIENT ↗



Web Client example with integrated GIS maps and the Incident Manager



## JUMBO'S RESULT

The integration of all subsystems and the automation of logistics processes provided by Sky-Walker, allowed Jumbo to significantly improve its security and efficiency while making control room operators work centrally from just one strong and intuitive interface.

Jumbo was able to focus on delivering high-quality products to its customers while ensuring the safety of its employees and distribution centres. Its workflows are improved, allowing them to respond quickly and effectively to incidents.

### AUTOMATED INBOUND



## SOME OF THE KEY FEATURES

- ✓ Live camera pop-up viewers
- ✓ Record and rewatch camera footage
- ✓ Use of thermal cameras for heat detection
- ✓ Integration of motion detection
- ✓ Option to receive area targeted alarms
- ✓ Fully configurable camera salvos & sequences
- ✓ Automatically show related cameras to event
- ✓ Follow-up procedure after event
- ✓ Activate & deactivate building locations
- ✓ Automated inbound & outbound workflows

AUTOMATED OUTBOUND ↘







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## A LARGE UK RETAILER

Our next customer case is for a large UK retail chain with over 684 supermarkets worldwide and 24 logistics centers supplying the various supermarkets. Due to its strong growth in recent years, this retailer wanted to improve its overall security.

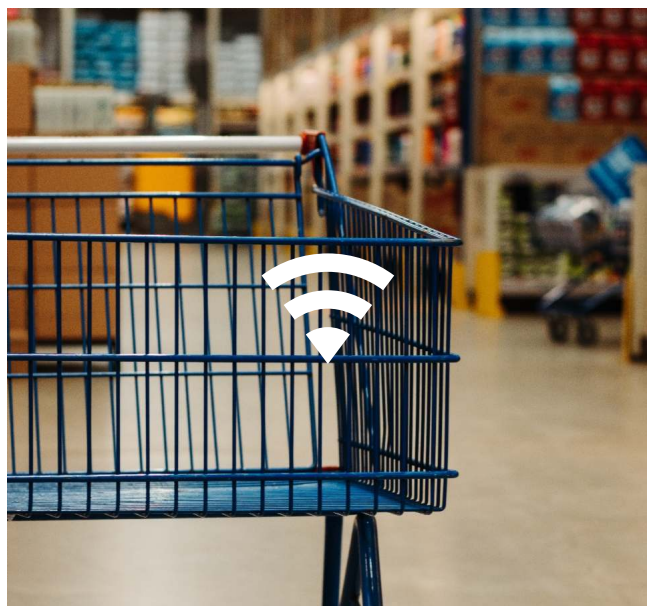
# Customer Case: UK Retailer

## THE PROBLEMS THEY FACED BEFORE SKY-WALKER

Before they partnered with Sky-Walker, they faced a complex challenge in managing their security and safety systems. With a strong growth in recent years, the UK retailer wanted to improve its overall security but lacked a centralized system to control and connect their various systems in all supermarkets, resulting in a limited global view of all systems.

The company encountered a challenge of gathering and analyzing a substantial volume of data in order to execute actions for optimal security and business operations.

Moreover, their manual processes for security incidents were time-consuming and ineffective, leading to difficulty in pre-assessing and resolving incidents quickly.



## DETECTION SYSTEMS FOR IMPROVED SAFETY AND SECURITY

In order to enhance the safety and security of their supermarkets, they aimed to optimize their approach. To accomplish this, Sky-Walker seamlessly integrated motion detection systems and theft detection systems.

The retailer also wanted to improve its business operations, and to achieve this, the shopping cart detection system was integrated to collect data and identify the number of items and the total price of the cart.

## REGISTRATION OF NEW VISITORS

New visitors can be present at the time of goods deposit, and to record these visitors, the operators could use a card. The card could be linked with the interphone system to confirm the identity of the individual.



## CENTRALIZED SECURITY ENVIRONMENT WITH SKY-WALKER

The UK Retailer had various safety and security systems installed in its supermarkets such as video surveillance, access control, fire alarms, and intrusion alarms. However, it was challenging to manage and connect these systems to get a comprehensive view of the security measures in all supermarkets. This is why they sought to create a centralised security environment where they could control and connect all their security systems.

With Sky-Walker's Operational Client, they were able to achieve its goal of creating a centralised security environment. The Operational Client provided a single environment where all the security operators could be grouped and have a comprehensive view of all security and safety systems in different supermarkets. This was achieved through the use of our intuitive PSIM software that allowed the operators to see all the systems and also have a wall of images to choose the camera they wanted to view.

Moreover, if necessary, the software can be seamlessly integrated with GIS cartography, offering a real-time visualization of the supermarkets and their locations on an interactive map.

### OPERATIONAL CLIENT



*Operational Client with integrated GIS Maps*

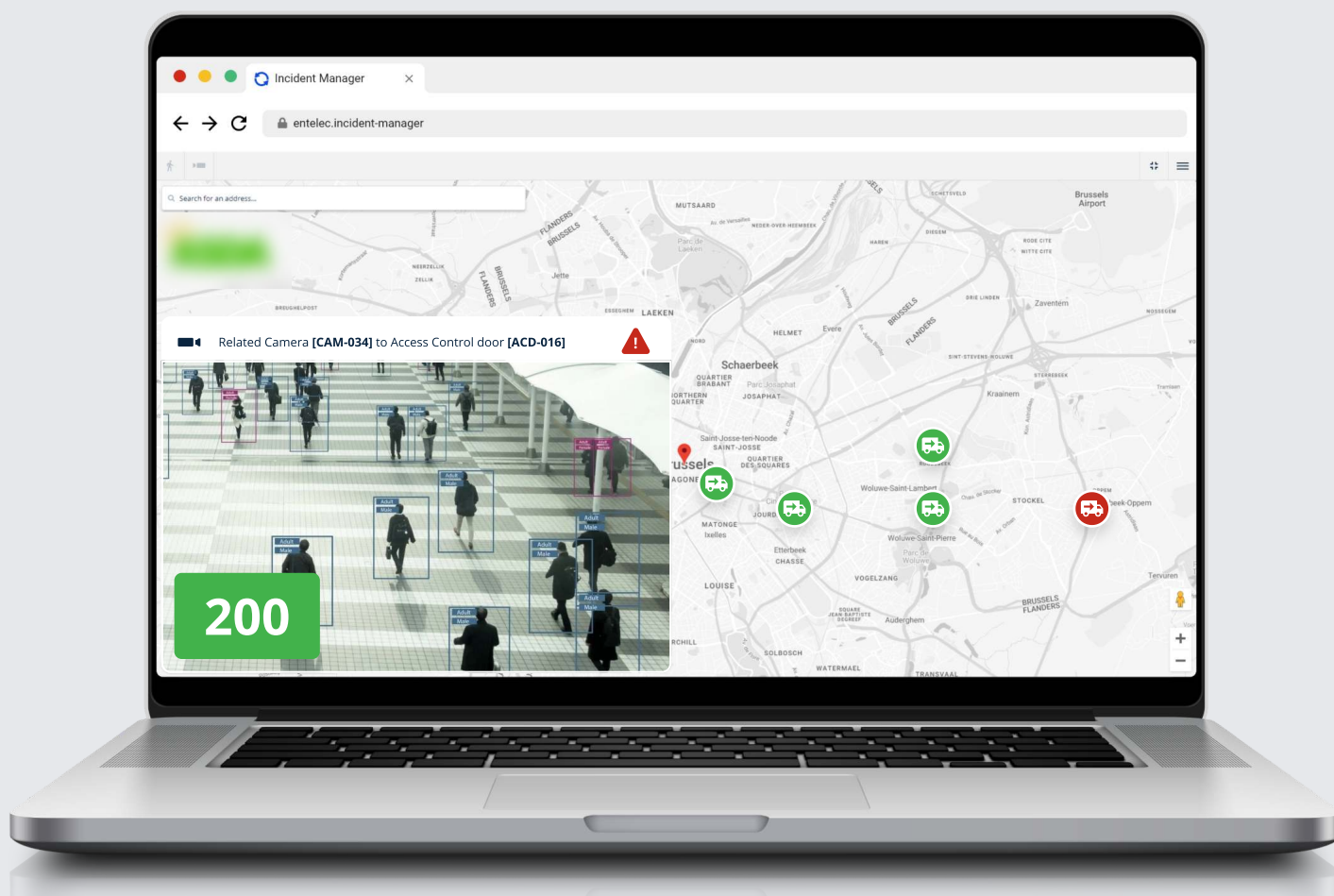


## CENTRALISATION & ANALYSIS OF DATA WITH THE WEB CLIENT

The UK retailer had a massive amount of data, but it was challenging to collect, analyse, and implement actions based on the data. With the integration of a web client, they were able to collect and analyse the data and make informed decisions. For instance, during the COVID-19 pandemic, it was crucial to be able to count the number of people in the supermarkets to control the flow and avoid exceeding the maximum number of people allowed. Sky-Walker has the potential to accomplish this by linking the people counting system to our PSIM software.

The retailer's goal was to optimise its security and business operations. Comprehending consumer behavior and identifying theft were crucial factors in attaining this objective. With the data analysis made possible by the web client, they were able to detect theft and optimize its business operations. Sky-Walker holds the potential to assist retailers in comprehending consumer behavior and the contents of their shopping carts, empowering them to take essential measures to enhance their revenue.

### WEB CLIENT



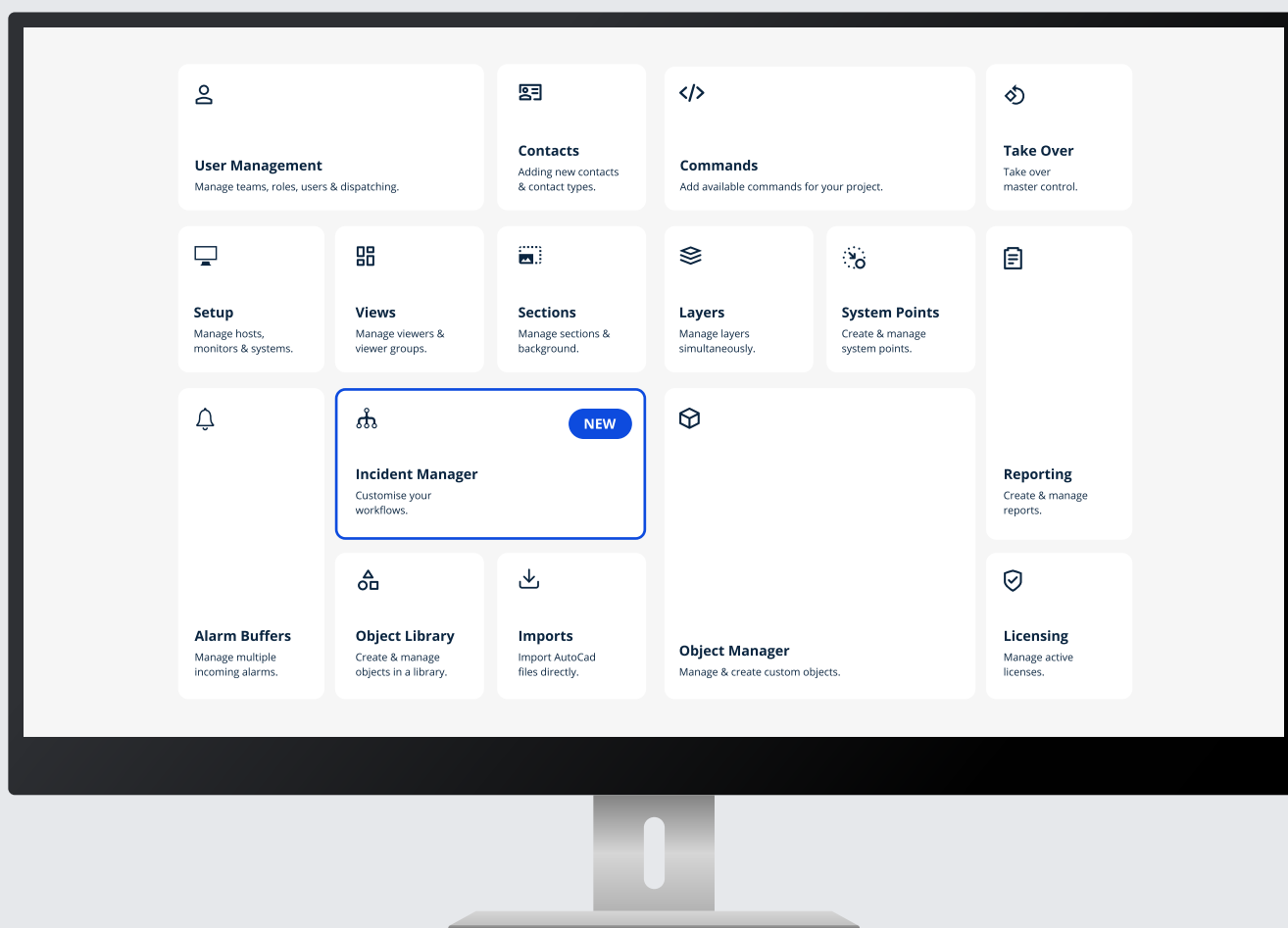
Web Client example with integrated GIS maps and the Incident Manager

## AUTOMATED SECURITY PROCESSES WITH THE CONFIGURATION CLIENT

The UK retailer faced difficulties in pre-assessing and resolving security incidents quickly. To overcome this challenge, they sought to automate its security processes. With the integration of a configuration client, they were able to define workflows that could resolve incidents quickly.

As soon as an incident occurred, a pre-alarm could be displayed on Sky-Walker's interface, and the operator could trigger a procedure to resolve the incident. Sky-Walker has the potential to seamlessly integrate with mobile teams that could be deployed during an incident, allowing the operator to select a mobile team or vehicle as needed during the procedure.

### CONFIGURATION CLIENT ↘



*The configuration client is mainly used for customizing your PSIM project that is unique for your business*

## HEATMAPS FOR CONSUMER BEHAVIOUR ANALYSIS

In order to gain deeper insights into consumer behavior, Sky-Walker can be enhanced by integrating a heatmap system that reveals consumer preferences and highlights the most visited areas within supermarkets. This data was then used to make informed decisions on product placement and store layout centrally, leading to improved sales and customer satisfaction.

Overall, the integration of Sky-Walker allowed them to centralise its security measures and make informed decisions based on data analysis. The retailer was able to improve the safety and security of its supermarkets and optimize its business operations, leading to a better shopping experience for its customers.

VCA AI ANALYTICS



**Sky-Walker**  
Open Integration Platform™



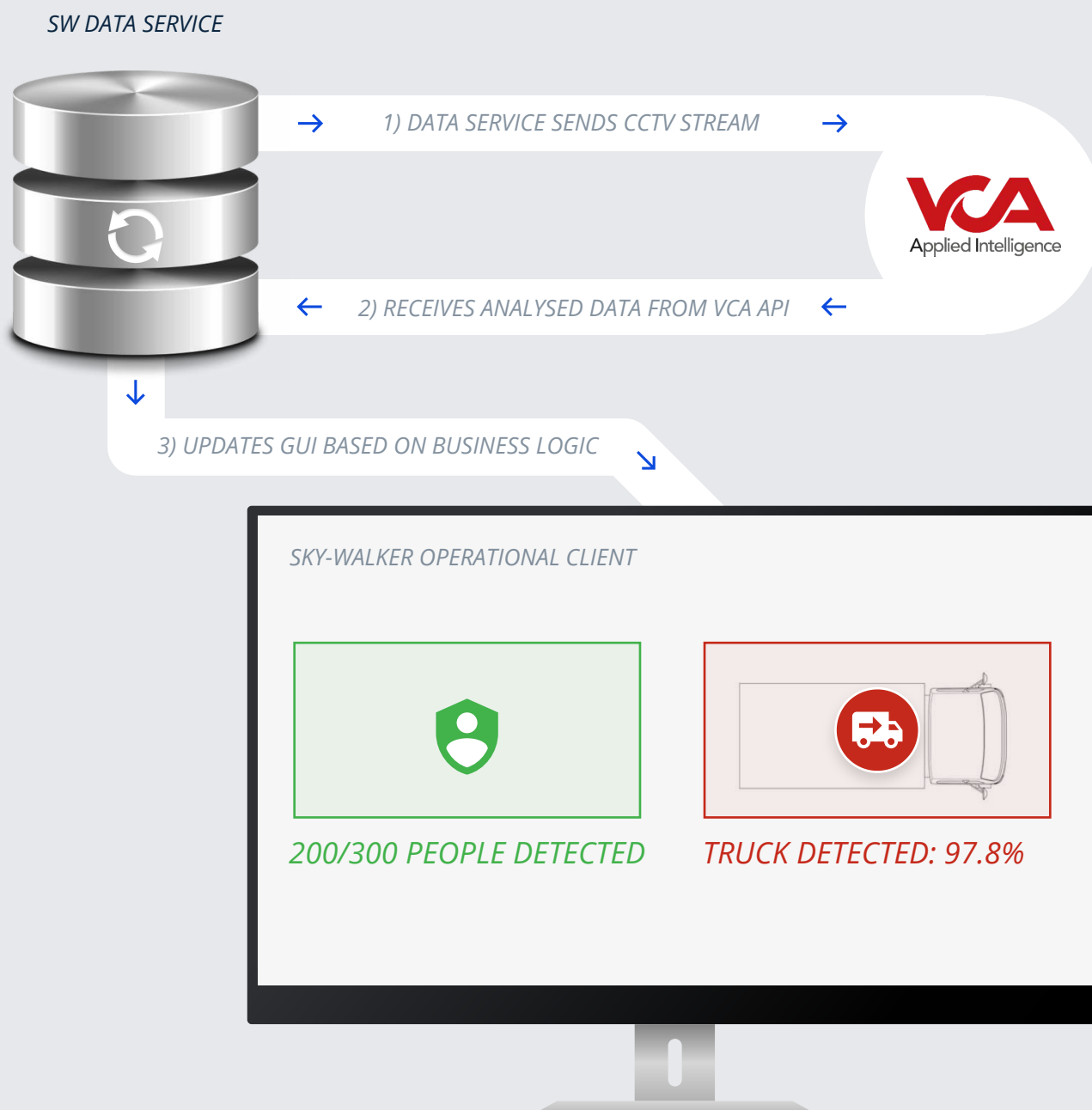
*VCA takes CCTV streams from Sky-Walker and can then analyse the data for us*



## SOME OF THE KEY FEATURES

- ✓ Interact with VCA related objects
- ✓ Zoom in/out functionality
- ✓ Gain direct store information
- ✓ Display VCA related events
- ✓ Drag and drop camera display
- ✓ Automatic salvo display
- ✓ Accepting alarms will activate procedures
- ✓ Manual events input
- ✓ Spot monitor and event-related live view
- ✓ Outstanding events / alarms to handle

### SKY-WALKER & VCA INTEGRATION



# Retail Trends 2023

## FACE DETECTION AND CLOTHES DETECTION

Another advantage of video analysis is its ability to swiftly identify thieves or aggressors in the event of theft or aggression within a store. The camera technology enables the rapid transmission of relevant data to law enforcement authorities for prompt intervention. Once the video system can be connected to the access control system, it will be useful to be able to block the doors remotely so that the suspect cannot escape without further notice.

## ARTIFICIAL INTELLIGENCE (AI)

Artificial Intelligence (AI) has revolutionised various industries, including retail. One area where AI is being applied is in the use of in-store heatmaps for better decision making. In-store heatmaps, generated through video analytics, analyse customer behaviour and provide insights into popular products, customer flow, and bottlenecks in the store.



This information can be used to optimise store layouts, improve product placement, and improve the overall customer experience.

Video analytics technology processes large amounts of data in real-time and can be used for various purposes such as counting people, detecting faces, and identifying objects.

By utilising video analytics, retailers can make data-driven decisions that enhance the customer experience and lead to increased sales and customer loyalty.

## IN-STORE HEATMAPS FOR BETTER DECISION MAKING

In-store heatmaps can help retailers make better decisions about product placement, customer flow, and staffing. By analysing customer behaviour, retailers can determine which products are popular, where customers are spending the most time, and where bottlenecks are occurring. This information can be used to optimise store layouts, improve product placement, and improve customer experience.

In order to use heatmaps effectively, retailers need to use video analytics software that is capable of processing large amounts of data in real-time. This software should be able to detect patterns and anomalies in customer behaviour, and provide actionable insights to store managers. For example, if a particular product is selling well in one area of the store, the manager can move it to a more prominent location to increase sales.

## FULLY AUTOMATED INBOUND & OUTBOUND FOR RETAILS

In the ever-evolving retail industry, staying ahead of the curve is key to success. As the demand for fast and reliable delivery continues to grow, retailers are constantly seeking new ways to streamline their logistics operations. The solution? A fully automated inbound and outbound process.

### Maximising Efficiency in Retail: The Future is Now

By implementing a PSIM software solution, retailers can take their logistics operations to the next level. With real-time tracking and monitoring of all inbound and outbound shipments, retailers can minimise the risk of errors and delays, ensuring that every delivery arrives on time and in pristine condition. Additionally, the software's advanced analytics capabilities provide valuable insights into logistics performance, enabling retailers to make informed decisions about resource allocation and route optimisation. The benefits of a fully automated logistics process are numerous and far-reaching. From reducing manual labour and increasing efficiency, to improving customer satisfaction and reducing the carbon footprint of deliveries, the impact of a PSIM solution cannot be overstated.

In 2023 and beyond, retailers who embrace fully automated inbound and outbound logistics will be the ones who thrive. So why wait? Take control of your logistics operations today and experience the power of a fully automated process.



## BODY-WORN CAMERAS

Body-worn cameras are an increasingly popular tool for enhancing safety and security in retail environments.

By capturing real-time video and audio, these cameras provide a wealth of information that can help companies respond more effectively to incidents and threats.

However, without the right technology, this information can be overwhelming and difficult to make sense of. That's where PSIM software comes in.

## WHY BODY-WORN CAMERAS?

### DETECTING AGGRESSORS

The body camera will help retailers to reduce the number of incidents due to its dissuasive side.

### IMPROVE SECURITY

The body camera will help retailers to improve their security thanks to the data collected.

### PROTECT YOUR STAFF

The body camera will finally be able to protect the staff and ensure their well-being is legally guaranteed.



## VIDEO ANALYTICS

Video analytics refers to the use of software to analyse video data in real-time. This technology can be used for a variety of applications including counting people, detecting faces, and identifying objects. By processing video data in real-time, video analytics can provide real-time insights into customer behaviour and improve security.

One application of video analytics is counting people. This involves using software to track the number of people entering and exiting a store, and determining the average shopping time. This information can be used to optimise staffing levels and improve customer service.

Another application of video analytics is face detection, which involves utilizing software to identify individuals based on their facial features. Face detection can serve multiple purposes, including security measures such as identifying suspicious individuals or marketing initiatives like recognizing loyal customers. However, it is important to note that the use of face detection is subject to legal regulations and may vary in different countries, thus limiting its full implementation in certain cases. There are many other related topics in video analytics, including object recognition, motion detection, and traffic analysis. By utilizing video analytics, retailers can gain valuable insights into customer behaviour and make data-driven decisions that improve the customer experience.

### ANALYTICS BY SKY-WALKER



*Reports & dashboards for your control room*



*Building Software That Matters For Retailers.*



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