



## Case study IRIS™ – G4S Lithuania

*"If we don't make this change, our competitors will. It's just a matter of time."*

*Marius Penikas, Security Solutions Department Director at G4S Lithuania*

G4S is the world's leading global, integrated security company. The company offers a broad range of security services delivered on a single, multi-service or integrated basis across six continents. The Group's technology-related security revenues were £2.8 billion in 2018.

G4S in general, with G4S Lithuania as one of the leading markets, is gradually transforming its man-power-intensive security operations into more efficient ways of working, driven by emerging technology. One of the key parts of this involves transforming manned guarding solutions to intelligent camera surveillance solutions, combining the best elements of state-of-the-art technology with the best that human on-site presence gives.



**Marius Penikas**  
Security Solutions  
Department Director  
G4S Lithuania

*"The beauty of this solution really is that we can integrate existing systems with new video solutions. We can use security systems that are sold 5, 6 or 7 years ago and add Irisity IRIS™ as a top layer. This gives us opportunities to create new and improved services for our customers."*

After testing the real-world performance of IRIS™ on customer sites for a number of weeks, G4S Lithuania decided to rapidly upgrade all outdoor surveillance cameras connected to their video monitoring center to intelligent video surveillance driven by IRIS™. The goal was clear: Significantly reduce the amount of man-power needed to monitor all outdoor cameras while providing a better service to the end customer.

*"The basic issue for us was that with video monitoring, our operators would always miss some events. We would have to explain to our customers how hard it is to constantly look at all these video streams without distraction. Now, we are 100% sure that we will spot all events. With IRIS™ we will see when something bad is happening."*

At the SOC (System Operation Center) the way of working has been much improved. Rather than having each person continuously monitoring 50-100 cameras looking for potential intrusions, IRIS™ filters through the thousands of hours of generated video and sends a short alarm video sequence when something has happened that requires the operators' attention. The benefit is two-fold: each operator can confidently handle hundreds of cameras without missing any important events – IRIS™ presents all alarms sequentially in a user-friendly way letting the operator focus on just one thing at the time.

*"With IRIS™ the goal is to reduce the staff in our video monitoring center to one third, or triple the number of customers using the same personnel as today."*

Another equally important benefit of IRIS™ is that operator training is much simpler, saving both time and money. With its straight-forward workflow, the system is easy to understand and clearly presents each important decision that the operator has to make. IRIS™ guides the operator through the process, creating a high-quality alarm handling flow.

*"It's definitely easier to train our operators now. It's really only five clicks of the mouse. We spend less time on training and can focus on making money instead."*

Going forward G4S Lithuania plans to gradually transform offers to new customers using technology, with IRIS™ as one of the main products. The goal of using IRIS™ is to increase margins and profitability while increasing the competitive advantage in new tenders, as well as renegotiations of existing contracts.

*"We are ready to tailor-make solutions for each of our customers based on technology integration. With technology such as IRIS™, we can both minimize the customers' costs, and minimize the risks for them and us."*



Vilnius, Lithuania - Photo by Gabriele Stravinskaite