

UK-Based G4S

Turns to SerVision for
Extra Protection of
Armored Cash Vehicles



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High Risk Transfers

Group 4 Securicor, known as G4S, is a world leader in security solutions, offering security services, systems, cash services and justice services, with some 625,000 security officers and support staff worldwide. Operating in over 100 countries around the world, G4S provides security for embassies and governments, airlines and financial institutions, retail chains and key sporting events. More than 20,000 customers benefit from G4S’s expertise in outsourced cash management, transportation and ATM services, in the UK each year.

Given the nature and sensitivity of its business, particularly in the cash-in-transit area, G4S felt it needed better surveillance of its trucks in case drivers found themselves in dangerous situations. They had to shorten their response time in the case of an intrusion and have the ability to find out where the truck and driver were located in case of a robbery. “We wanted to be able to see what’s happening with a driver, as well as install panic buttons that could be used, sending a message to our cell phones and control center,” explained Tim Rosco, a security architect and manager of the CIT services in G4S UK.

A more comprehensive security system, including a closed circuit television and communication network that allowed for live streaming video, would also offer better contact with

the drivers when they were out in the field. “We needed to be able to see if the drivers were following the correct protocol,” he added. “We wanted to make sure they weren’t just throwing down the cash or ignoring our phone calls in order to eat a sandwich.” The importance of security and efficiency in the cash-in-transit industry cannot be overstated.

Drive Safely

G4S began looking for a stable, closed circuit television system that would stream live video with reasonable quality over low bandwidth from any vehicle. It needed to be stable and fairly simple to use, a plug-and-play system that would be easily installed and operated from G4S’s fleet of trucks. The system also required a recording mechanism, so that the company could go back and look at an event in the case of a claim or complaint.

When G4S came across the SerVision solution, it found that the SerVision MVG system offers unique, state-of-the-art compression that enables streaming of high quality video over cellular networks. SerVision’s UK partner, Vision Techniques, installed the MVG 400 on the G4S fleet of cash-and-carry trucks. Designed to be used outdoors and withstand cold temperatures and vibration, the MVG is connected to four analog cameras and powered by the



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vehicle's battery. The system has an internal ignition system that allows it to continue to record and stream video for a pre-configured period of time after the vehicle has been shut off.

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The MVG also includes bi-directional audio, which allows officials direct communication with their drivers. “We needed live communication with the drivers,” said a G4S security official. “We needed to be able to see them and talk to them.” Besides creating a constant voice connection, the MVG offers a method for keeping in close contact in case of an emergency, and for locating the vehicle's GPS position. The MVG notifies the control center when a driver's panic button has been activated or if a sensor has been triggered, so security officials are able to see real time video and GPS positioning of the vehicle, and have two way communications with the driver, during an emergency incident. All the information necessary – including video,

location and audio data – can also be transmitted to the smart phones of the security managers and officers.

Arrive Alive and On Time

For G4S, the benefits of using the MVG system are twofold. G4S now has steady video contact with its employees while they are on the job, and a shortened response time in case of an emergency. If a G4S truck is stolen or robbed, the SerVision system can sound an alarm; send a text message to the relevant mobile phones and an alert to the monitoring center. Moreover, if there is a loss of communication between the headquarters and the vehicle, hinting at a possible problem, the command center can dial into the system and determine the nature of the problem.

If there is a situation unfolding at the vehicle site, the sensors in the MVG system allow the command center to take action from its remote site, including stopping the engine, and locking or opening the doors. “The abilities of the SerVision MVG system were exactly what we needed in order to retain better control over our work and staff procedures,” said Roscoe. We needed to know that we could protect our customers, their goods and our staff, and that's what this system does.”

MVG400

The MVG is SerVision's Video Gateway series for large-scale mobile applications such as buses, trains, police vans, delivery trucks and emergency response vehicles. The platform's anti-shock, vibration resistant chassis ensures reliability on the go.

The MVG uses SerVision's advanced video compression, which provides high-quality video at low bitrates. With integrated support for cellular and Wi-Fi transmission, the MVG streams multiple channels of live or recorded video from vehicles to remote client devices.

Designed for effective management of mobile units, the MVG provides GPS support for tracking purposes and bi-directional audio for communication with dispatchers and other personnel. A closed-circuit monitor enables drivers to see what is going on in every corner of the vehicle at a glance.

