

## Komplett manages shrinkage and multi-national deliveries centrally with Axis network cameras.



Organization:  
Komplett

Location:  
Sandefjord, Norway

Industry segment:  
Retail

Application:  
Loss prevention, safety  
and security

Axis partners:  
Milestone Systems,  
Vakt Service Teknikk,  
ComScan

### Mission

Listed on the Oslo Stock Exchange, Komplett is a major e-commerce company with 9 web shops in Scandinavia, selling PCs and computer components, consumer electronics, and home and leisure products. Komplett has Pick-up-Points located in Sandefjord, Oslo, Lørenskog, Trondheim, Fredrikstad, Stavanger, Stockholm, Gothenburg, Malmö and Copenhagen. At the end of 2010, Komplett reported a total of 620,000 active customers.

Due to the high value of the IT products involved, parcel tracking is crucial to Komplett's operational excellence. Several incidents at the Pick-up-Points are reported every month. A reliable video surveillance and monitoring system is therefore an important business tool to document the deliveries to, and pickups by, customers, and also to ensure safety for employees.

### Solution

Video monitoring has been part of Komplett's logistics setup since 2000. In 2008 they completely reviewed the security system and decided to move from analog to digital video surveillance. 90 network cameras were installed with Milestone XProtect® Enterprise for 120 device licenses. For more effective bandwidth usage, in 2010 AXIS P1346 network cameras with H.264 compression were added to improve performance from the remote sites. They plan to roll out more of these Axis models to gain greater efficiency of data transfer from the geographically spread pickup locations.

### Result

Komplett's existing IT network infrastructure was already in place making it easy to move the security solution to network video and Milestone IP video management software – a flexible, scalable, open platform solution that lets Komplett continue to grow with new innovations over time. They can now manage video data coming from all their Scandinavian sites centrally at their headquarters.

"I'm not able to get the same sharp and clear image quality with the old cameras as I get with Axis network cameras, whatever settings I'm trying to adjust. I'm very pleased with the results I get from the AXIS P1346 Network Camera."

Tor Kiste, Security and Property Manager for Komplett Group.

### High image quality helps solve incidents

The reason for the move from analog to digital video surveillance was to improve video quality and to store video more effectively, using new technology to make better use of system bandwidth. The data is distributed from all locations using Cisco network infrastructure with IP video products and Milestone XProtect software.

Komplett's main warehouse in Sandefjord, Norway, is over 21,000m<sup>2</sup> in size. During 2010 the Group's web shops handled a total of over a million orders which accounted for over 4 million products: a product is picked every 8 seconds on average, and an order is dispatched every 24 seconds round the clock, every day, all year long. Theft, mistakes or accidents during the delivery process, even some threats towards staff, are issues to be managed.

The AXIS P13 Network Camera Series is comprised of indoor and outdoor-ready fixed cameras that deliver high image quality with H.264 compression, ideal for high-performance surveillance in any environment. The models have a remote back-focus function that enables the focus to be fine-tuned from a computer, which makes implementation and adjustment easier for the integrator of the system.

"The outdoor-ready cameras are good: we appreciate the ease of installation and the remote zoom and focus functionality. I have been able to work in -40 degree Celsius weather and fine-tune the cameras with just my T-shirt on – inside a nice, warm office!" remarks Ole Håkon Norby, Account Manager at the system integrator Vakt Service Teknikk Vestfold.

Komplett is currently adding Axis HDTV network cameras and an Axis thermal camera is installed on the central truck loading dock with a view into the containers outside. Motion detection in the cameras checks if anyone tries to tamper with the containers. Tor Kiste, Security and Property Manager for Komplett, receives SMS alerts from the Milestone software, even at night or during weekends. He can easily check the video in the XProtect Smart Client from home, to confirm if there is a false alarm or a real incident before calling the security service company – this saves a lot of time and money.

"This gives us peace of mind – we can see what's happening during night shifts and on weekends – especially in December which was one of our busiest months," says Mr. Kiste.

### Future possibilities for video-enabling operations

Komplett also monitors the ultra-speedy, multi-level assembly line robots picking the goods at the main warehouse using AXIS P3344 cameras. There can be substantial operational savings when the surveillance system is expanded to monitor critical parts of the packaging process.

Komplett will add more network cameras over time, installing them at gates in addition to more on the production lines, and upgrading to use new functionality that comes out on the market. Axis HDTV network cameras are being further tested for location roll-outs: these will save even more bandwidth costs and give better image quality. An upgrade to Milestone XProtect Corporate is being considered for new administrative features, and a 'plug-and-play' integration framework for adding video analytics or access control interoperability.



The video surveillance system has proved its worth on several occasions. Among other incidents one occurred at a pickup point where thieves took a taxi to the local train station, and with the clear video images, Komplett was able to send the license number directly to the police – who tracked it down to meet the culprits when their train reached the next destination!

 **KOMPLETT**

  
**VAKT SERVICE**  
TEKNIKK

 **COM-SCAN**  
NORGE AS