

Taiwanese immigration office monitors interviews with Axis network video.

Complete monitoring of immigration interviews ensures pro-active dispute resolution.



Organization:
Immigration office,
Ministry of the Interior

Location:
Taiwan

Industry segment:
Government

Application:
Audio and video
monitoring of
immigration interviews

Axis partner:
Alpha Pricing

Mission

Applications for immigration to Taiwan are processed at immigration service centers in 25 cities and counties throughout the country. Increasing workload prompted the government organization in charge of immigration affairs to look for a network-based video monitoring system in order to immediately view what is happening at any immigration interview room in real-time, and proactively prevent disputes.

Result

The network video system in place has proven very cost-effective: because it is based on the existing IP network infrastructure, integration has been very flexible and additional cameras can be added according to operation needs. The system has enhanced information sharing and efficient audio and video monitoring of interview rooms has ensured successful interview processes while facilitating dispute arbitration.

Solution

In the first phase of implementation, more than 100 Axis network cameras were installed in immigration interview rooms throughout Taiwan.

"Our new generation monitoring system based on the AXIS 210A Network Camera provides high video quality as well as reliable audio-video recording via the network, helping us successfully conduct important real-time monitoring operations that proactively prevents disputes."

Central government, immigration office, interview monitoring center.

Growing needs for efficient, real-time monitoring

To integrate immigration affairs, the office under the Ministry of the Interior set up service centers in 25 cities and counties throughout Taiwan to process entrance into and exit from Taiwan for Taiwanese citizens, people from Hong Kong, Macau, and Mainland China, as well as extended stay, residence, and permanent residencies for foreigners. Since the office's service centers commenced full operation, applications for overseas spouses to visit Taiwan have been increasing sharply. The heaviest workload comes from Taiwanese citizens applying for their spouses in Hong Kong, Macau, and Mainland China to join them in Taiwan, as individual interviews with these Taiwanese applicants are required.

The shortcomings of the analog system

In the past, the agency's service centers used a CCTV system to record interviews, but many interview questions infringed upon privacy and some applicants even attempted to bribe immigration officers on the spot. Such issues resulted from the lack of centralized management of the office's old monitoring system, which used analog cameras and was unable to immediately identify camera failures. Therefore, evidence of disputes tended to be inaccurate, and it was time-consuming to review relevant video scenes.

In order to help ensure the accuracy of interviews and protect applicants' rights, the immigration office decided to deploy a video monitoring platform based on Axis network cameras. In the first phase of implementation, more than 100 Axis network cameras were set up at immigration interview rooms throughout Taiwan.

Audio and video recording

The new system first focused on audio and video recording of immigration interview rooms as well as on establishing a centralized management center to enable network-based, real-time monitoring of what is happening in the rooms to proactively prevent disputes.

According to Alpha Pricing Co., the Axis partner responsible for the implementation, the AXIS 210A Network

Camera provided the best cost-effectiveness to meet the customer's requirements. The camera, running on standard network infrastructure, provides high quality audio and video recording, ensuring reliability and stability during important monitoring operations. It facilitates dispute arbitration if there is any complaint about interview unfairness. This helps reduce confusion resulting from contradicting arguments.

Additionally, the AXIS 210A Network Camera, by supporting both MJPEG and MPEG-4 streams, enables administrators at the remote end to view and listen in to any interview as well as speak with interview participants to communicate with them or give instructions. The camera's built-in Power-over-Ethernet design makes installation much easier at an even lower cost, and the cameras operate as usual even if there is a power supply failure.

Greatest synergy from IP integration

With the Axis network video solution, additional network cameras are easily added. Any new camera is immediately operative so the control center can instantly monitor new locations. The software development kit provided by Axis was a major reason for choosing this solution. It ensured the possibility to develop a customized video management platform that could easily integrate with existing systems. In turn, this integration ensured interoperability and real-time information access and sharing of consistent, updated information. Troubleshooting time within a maximum of four to eight hours was another requirement for the implementation. The low breakdown rate of the Axis system not only ensures the success of important monitoring operations but also requires minimum maintenance, as opposed to analog-based solutions.

Second implementation phase

The AXIS 210A Network Camera has been providing substantial benefits since the first phase of implementation was completed. The second phase of implementation has now started. Network video monitoring will be extended to important office and public areas of immigration service centers to better protect interviewees' rights and ensure security.



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