

TECHNOLOGY, STANDARDS AND CERTIFICATION

Andrew Seldon

While surveillance technology advances, local industry drivers want to see standards implemented and compulsory technical certification.

Gathering a group of industry leaders around a table and asking them about the future of the surveillance industry is sure to result in some interesting comments. The 2010 CCTV Roundtable was no exception.

We expected the group at this year's round table to inundate us with stories of technology advances such as intelligent video analytics, high-definition video and related 'cool stuff'. There was more than enough said about technology, but the discussion often diverted to topics more important in business today, such as quality, standards, training and certification. True to the market where we're seeing more companies focused on business benefits, value-add, IT integration and integrating security processes with the rest of the organisation's processes, the latest in technology is not what gets passions raised.

The value and benefits of surveillance today is based on what users can get out of their systems,

and not what products the industry can offer. An important point raised was that solutions are not about a single technology, but how technology gets business leaders to pay attention because of its deliverables.

Long-time *Hi-Tech Security Solutions'* contributor, Dr Craig Donald added to the issue by raising the concept of the human factor. It's pointless having a multi-million rand setup when your staff has not been trained to make full use of it.

The reality is that the security industry is evolving from being made up of companies that install cameras and occasionally work with IT departments to ensure networks work as required for the whole company, to installers and integrators that solve business problems without creating new ones. This idea of understanding what your customers pain points are and providing solutions to soothe those issues, like the IT industry had to learn to do, is what separates security integrators in the surveillance market with a future from those that will see their markets shrink.

Intelligence and analytics

To achieve these lofty goals, Kevin Monk, MD of Nkunzi TechniSec expects to see a move to remote surveillance and off-site hosting, a topic we return to later. He also believes we're going to see a change in video analytics in which increased use of metadata



Left to right: Standing: Craig Donald, Vladimir Milovanovic, Roy Alves, Kevin Pearman, Kevin Monk, Ernest Mallett.
Seated: Chris Havinga, Philip Smerkovitz, Jan de Beer.