

Chemist Warehouse cures surveillance ailments with the help of Axis Communications.



Organization:
Chemist Warehouse

Location:
Australia

Industry segment:
Retail

Application:
Safety and security

Axis partner:
Milestone Systems

Mission

There is no doubting that the Australian pharmaceutical industry is heavily regulated, with a raft of stringent compliance criteria that must be satisfied on an ongoing basis. The security of prescribed medication is of paramount importance and, unsurprisingly, maintaining a reliable security network is an industry regulation. In order to remain at the forefront of pharmacy services in Australia, the nation's largest pharmacy retailer, Chemist Warehouse, needed to work with a solution that was extremely reliable as well as scalable, in order to keep up with their successful expansion.

Solution

Chemist Warehouse has used Axis cameras for more than five years with Milestone Systems, IP network video software to monitor their surveillance systems remotely. Currently, Chemist Warehouse has deployed a range of 5500 Axis cameras across its 240 stores nationally, including the AXIS M3014, AXIS P3344-VE, AXIS P1344 and AXIS P1346.

"As with all Australian pharmacies, we stock a large variety of sought-after prescription and over-the-counter medications," said Chemist Warehouse IT operations manager Ryan Calvert. "Because of this, we cannot afford to have even one camera down." Calvert continued, "Our blind testing revealed that Axis' cameras have a less than a one per cent failure rate, compared to cameras from other vendors which generally had a failure rate of between four and five per cent. As our retail network is constantly expanding, it is critical that we have a scalable, robust and reliable surveillance system. We knew from the outset that an open platform, IP based system was the way to go, as it provides the infrastructure to support evolving software applications and network integration. For scalability, there is no way an analog solution could provide for our future surveillance needs."

"Our blind testing revealed that Axis' cameras have a less than a 1% failure rate, compared to cameras from other vendors which generally had a failure rate of between 4% and 5%."

Ryan Calvert, Chemist Warehouse IT operations manager .

Result

"We found that with most other vendors, as soon as the sale transaction was completed we never heard from them again," said Mr Calvert. "This was not the case with Axis, and we have developed a long lasting relationship with the local sales team who regularly check in to learn about our new business plans and evolving surveillance needs so as to ensure we always have the optimum solution in place."

Chemist Warehouse's decision to equip its stores with Axis cameras will provide the national retail network with an intelligent and reliable IP surveillance system. In addition, the open platform from Axis will allow Chemist Warehouse to easily add innovative software applications to its existing network as they develop, future-proofing the investment, reducing TCO and increasing its long-term ROI.

Axis cameras' compatibility with Milestone software was also a big bonus for Chemist Warehouse, according to Milestone Systems' Australia country manager, Angelo Salvatore. "At the heart of any IP video surveillance solution is its video management software," said Mr Salvatore. "Milestone XProtect® Enterprise enables Chemist Warehouse to manage, control, view, search and export the live or recorded image feed from the latest Axis new generation network cameras, over hundreds of sites without complex networking and design considerations. By choosing the non-propriety, open platform Milestone IP video management solution, Chemist Warehouse has the ability to customise the system to ensure it fits both the current and future needs of the organisation's security and business goals. The deployment of Milestone security management software in conjunction with best-of-breed Axis cameras provides Chemist Warehouse a winning combination for long-term loss prevention across the growing retail chain."

Mr Calvert echoed this sentiment saying: "With so many different stores and thus so many different layouts and traffic figures to contend with, it was important that we used software that could be tailored according to the demands of each store. The Milestone software is extremely easy to use. This means that we did not have to hire a range of IT specialists to view recorded footage over the network. With Milestone and Axis it is simple."

Summing up the Axis solution, Mr Calvert said he has been extremely happy with the reliability and scalability of the Axis Network cameras for many years. "As we continue to expand throughout Australia we automatically turn to Axis cameras for each of our new stores," he said. "Because we are expanding so rapidly we don't have time to complete group tests between all the camera vendors out there, but we don't need to. With a failure rate of less than one per cent as well as the scope to add in cameras to the network with complete ease and a scalability that allows us to tailor the network for each unique store, we are completely happy with the Axis solution."

