

Toyota Center is enhancing security with the help of an innovative access solution.

This system will mean better tracking of people entering the site and simpler systems for delivery drivers.



Organization:

Toyota Center

Location:

Helsingborg, Sweden

Industry segment:

Retail

Application:

Loss prevention, access control

Axis partners:

Securitas Direct,
Läns Alarm

Mission

Toyota Center in Helsingborg, with more than 30 staff and sales centers in Höör and Landskrona, is one of the biggest Toyota dealers in Skåne. It is a full-service facility, selling new and used cars, offering servicing and repair and supplying spare parts. Over 1,000 cars are sold each year so there is always a high value of stock on the premises. New cars or damaged cars (for repair) are delivered at night, several times a week. The site is relatively large so presents a challenge when it comes to protecting it from unauthorised access after hours, which has resulted in the theft of airbags, GPS units and exclusive alloy wheels.

Solution

Toyota Center wanted a solution that would make it easier for delivery drivers to access the site and also to enhance security and keep track of everyone passing through the gates.

Toyota Center was already working with Securitas Direct and so asked them to develop an appropriate solution. Together with Securitas Direct partner Läns Alarm, an innovative system was installed at the entrance gate, which utilised an AXIS A8004-VE Network Video Door Station: a network-based entry phone system with a camera.

Result

Previously Toyota Center used a system where keys were issued to a number of drivers. This was an old-fashioned system with an inherent security risk as keys can easily be copied or end up in the wrong hands. Under the new system, ID has to be presented and communication with an alarm operator ensures that the right people have access to the site. Statistics showing the number of deliveries and the times of day at which they arrive may also provide a clearer view of the efficiency of the business.

“We already had a service contract with Securitas Direct for the intruder alarm, and now we have simply added the new AXIS A8004-VE Network Video Door Station unit at the gate. This was a simple solution that added a huge amount of value for us.”

Håkan Nordeman, Security Officer at Toyota Center.

New functionality on open platforms

The AXIS A8004-VE Network Video Door Station innovatively combines both intercom and video functionality. The camera used in the entry phone is based on an AXIS P3384 and works as an additional camera in the Toyota Center's existing network video system. In addition to video; audio and button keypad functionality have also been implemented. As the technology is based on open platforms, the user is not limited to a single brand when replacing, integrating or upgrading products in the system. The previous system was based on drivers having their own keys to access the site, which was not feasible in the long term.

“Allowing external drivers to have their own keys to the site is far from an ideal solution, and, in reality, it is impossible to prevent these keys ending up in the wrong hands. Keys going missing results in unnecessary work and costs we just do not need,” says Håkan Nordeman, security officer at Toyota Center.

Besides the camera in the entry phone system, the Toyota Center site also incorporates two outdoor Axis cameras, which monitor the area just inside the gates. When a driver arrives at the site, he presses the entry phone button at the gate, shows his ID to the camera and is let in by the Securitas Direct alarm operator. The light-sensitive camera in the entry phone system ensures high-quality video of the visitor even in strong light or at night. The operator can then ask how long the driver plans to stay on site and what he is delivering. An advanced echo cancellation and noise reduction feature also makes it possible to communicate with the visitor without problems, even if their loud truck is parked right next to the gate.

The cameras inside the gates can then follow the truck after it has entered the site as footage from the cameras is stored on Securitas Direct's server.

Footage from the cameras can easily be accessed by Toyota Center's security manager via an app on his mobile devices so he can check that everything is as it should be.

Security as a service

Customers like Toyota Center who require a security system for small or medium-sized facilities often benefit enormously from a service-based security solution. Security becomes a service that can be outsourced with the help of an Axis AVHS (AXIS Video Hosting Solution); in this case Securitas Direct, which has the option of developing a turnkey solution for its customers. The integration of video and door control functions with the existing alarm service adds significant value for the customer and, as IP products are based on open platforms, they also allow for easy expansion and upgrading of the system as the customer's needs grow.



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