

# Courier Upgrades Video Security

**DHL Canada Relies on NVR Solution to Monitor 220,000 packages a day**

Being responsible for the safe and timely delivery of 220,000 packages a day in a country the size of Canada is a huge logistical challenge, requiring precise scheduling and attention to detail.

Equally important is a top-notch video surveillance capability to deter theft and investigate losses and damage to goods in transit.

When the security team at DHL Express (Canada) Inc. decided to look for a new video recording system in August 2006, reliability was the number one requirement.

“The system we had at the time was inadequate for our needs,” says Barry Schellenberg, the courier company’s Director of Process Improvement and Loss Prevention. “We had a few losses we were unable to resolve because the video was so poor, so we needed to make a change.”

Grainy images weren’t the only problem. Just as troublesome were the unscheduled shutdowns.

“It was a nightmare,” recalls Michael Soberol, Loss Prevention Manager at the company’s Toronto-area hub. “It was a Windows-based system and was prone to crashing. It also lacked any self-monitoring capability, so there was absolutely no way to know if a DVR was down unless you checked.”

DHL Express operates a total of 41 sales, administration and sorting facilities across Canada, including a massive 250,000-square foot hub just outside of Toronto.

Schellenberg and his team sent out a request for proposals and evaluated seven or eight systems before deciding on a March Networks™ solution from Veridin Systems Canada Inc. in October 2006.

Reliability, system design and ease of use were the main reasons for their decision. The March Networks Linux operating system embedded in flash memory promised to do away with the frequent unscheduled shut-downs, and in the event of any issue with the operation of the system, they knew they could count on automated health monitoring functionality to immediately alert them to the problem.

“I was aware of March Networks through industry buzz and from networking with other security managers,” says Soberol. “I had also heard of the company from our counterparts in Mexico who spoke highly about their March Networks system.”

Schellenberg and his team selected the March Networks 4416 Networked Video Recorder (NVR), a converged analog/IP model accommodating 16 analog cameras and up to another eight IP cameras. The company is only using analog cameras now, but the NVR platform gives DHL room to increase coverage in the future without having to invest in more recorders.

The option to add high-resolution IP cameras allows users to monitor a large area and still zoom in on a face in a crowd or a license plate in a parking lot.

It was the improved quality of the March Networks video that most impressed Schellenberg.

“It resolved the issue we had previously of not being able to view with adequate quality what we needed to see. That’s what mattered most to me.”

“The difference was like night and day,” adds Soberol.

#### **Remote access**

DHL security staff across Canada are able to access live and archived video from their own and any other site on their network. They also have access to video from their laptops, whether they are at home in the evening or on the road.

“The system allows them to back each other up, so if a security manager in Toronto is on vacation and something happens, his colleague in Montréal can go online and help

out,” notes Veridin Chief Executive Officer Colin Doe.

The NVRs are equipped with 1.2 TB of internal hard drive space, easily accommodating 30 days or more of video storage.

When a consignment is reported missing, the security team first consults the company’s sophisticated scanning system to see where it was last located.

“We take that information, conduct interviews with our employees and look at video from relevant locations,” says Schellenberg.

The R5 software’s Investigator and Evidence Manager make it easy to search the archives, save evidence, add case notes and copy everything to a CD.

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The March Networks system has significantly increased DHL Canada’s ability to safeguard the millions of dollars worth of goods it transports every day.

“It keeps the honest employees honest and allows us to successfully investigate losses,” Schellenberg says.

In addition to protecting customer consignments, video recording helps to provide DHL Canada employees with a safe and secure working environment. ✨

#### **DHL Express (Canada) Inc.**

DHL Express (Canada) Inc. ([www.dhl.ca](http://www.dhl.ca)) is a wholly owned subsidiary of the global Deutsche Post, DHL and Postbank group of companies which provides logistics, express delivery and financial services in more than 220 countries and territories. The Canadian unit operates 41 sales, administration and sorting facilities across the country, delivering on average more than 220,000 packages every day. Globally, the group has more than 500,000 employees and reported revenue of 45 billion Euros in 2005.

#### **Veridin Systems Canada Inc.**

Veridin Systems Canada Inc. ([www.veridin.com](http://www.veridin.com)) provides access control, CCTV and intrusion/fire detection solutions from offices in Toronto, Vancouver and Halifax. A March Networks Certified Solution Provider, Veridin specializes in offering integrated security services to the financial, logistics, property management and health care sectors across Canada. To contact a sales representative, please call 1-800-375-9354, or email [information@veridin.com](mailto:information@veridin.com).