



## DHL Mexico Rolls Out Video Surveillance

### DVRs an Effective Weapon Against Internal Losses, Armed Robberies and Drug Trafficking

Overseeing security for DHL Mexico's courier operations is a big responsibility. The country's leading courier service, DHL Mexico handles more than 13 million packages a year and operates 153 points of sale throughout the country.

The statistics are impressive: more than 1,000 couriers, 1,200 vehicles, four main

hubs, three international gateways and 34 daily flights.

Effective management of the risks associated with an operation of this scale requires the very best in security systems. That's why DHL Mexico security director Sergio Barquet insisted on March Networks DVR technology when he joined the company in 2003.

Losses due to internal theft and burglaries were unacceptably high, and the video security systems in place weren't up to the job. The company was transitioning from

analog to digital technology, but "the DVR systems were awful," says Barquet.

Having attended several ASIS International security shows in the U.S. throughout his career as a security professional, Barquet was familiar with the video surveillance market. He acquired March Networks™ DVRs in a previous job as security director for a pharmaceutical company in Mexico and believed in the product, so when the time came to upgrade DHL's systems, it was an easy decision.



The courier company currently has 60 March Networks DVRs at distribution centers and retail operations throughout the country. Another 45 will be added this year.

### Monitoring centers

From its monitoring center in Mexico City, Barquet and his staff are able to view live and archived video from every DVR-equipped site. Other monitoring centers in Guadalajara and Monterrey also have access to video, but only for sites within their respective regions.

There are three principal risks the DVRs help to manage: lost and damaged packages, narcotic trafficking and holdups.

“We have to manage the loss and damage of shipments because we have such a high volume of packages,” says Barquet. “We have to be able to see what’s happening.”

Video recording at retail offices dissuades narcotics traffickers from using the company’s courier service to transport drugs.

“When they know they are being recorded, there’s a good chance that they’ll go somewhere else,” says Barquet.

The same holds true for thieves who would otherwise be tempted by the cash at the company’s retail operations.

“When we put in video recording systems, the incidence of assaults and robberies declined dramatically,” he notes.

One of the most important reasons for selecting March Networks technology was its superior performance over a low bandwidth network DHL had to work with.

### Video Access Control S.A. de C.V.

Video Access Control, a division of Sonic Group ([www.sonic.com.mx](http://www.sonic.com.mx)), a security systems integrator based in Mexico City, provides video surveillance, access control and alarm and communication services to a diverse clientele throughout the country.

To contact a sales representative, please call 52-55-53554788, or email [jog@sonic.com](mailto:jog@sonic.com).



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**Sergio Barquet**  
Security Director  
DHL Mexico

“The H.263 compression technology March Networks uses is ideal for us,” says Barquet.

Capabilities related to rapid video search and retrieval, storage, remote configuration and software upgrades and the ease of copying and printing video images for use as evidence also contributed to the selection of March Networks technology.

Another issue was the ability to select from a range of DVR models to match the requirements of individual sites. Larger locations were equipped with 16-camera 4000 Series DVRs, while smaller sites requiring a maximum of four to eight cameras are served by wall-mounted 3000 Series units.

Security staff at DHL Mexico’s 24/7 monitoring center in Mexico City keep watch over a variety of other security systems, including fire alarm, GPS and access control systems.

### False alarms

When an alarm goes off, security guards are able to select the site in question and check the live video before dispatching security or law enforcement. “It helps us to reduce false alarms,” observes Barquet.

Five oversized monitors at security headquarters allow DHL staff to keep an eye on live video, but live monitoring is limited to special circumstances. In most cases, video is reviewed after the fact to investigate reported incidents.

Locally, DHL managers make use of the video recording system to supervise operations and

ensure that sufficient staff is in place to serve customers.

The March Networks DVRs are so easy to use that even DHL’s 200 guards have been trained to search and review video.

Down the road, Barquet hopes to integrate the company’s barcode tracking system with its March Networks DVRs.

“That would be very useful because it would help us trace a lost or damaged package and find out what happened to it.”

By integrating the two systems, security staff would simply enter a tracking number in the user interface to view a package as it progressed from point to point.

A reliable and effective video surveillance capability at DHL’s Mexico operations has resulted in a significant reduction in losses and other incidents. The mere presence of the system deters most wrongdoers, but video evidence from the March Networks systems is also used frequently to resolve reported incidents of improper activity. ✨

### DHL

DHL ([www.dhl.com](http://www.dhl.com)) is a global leader in international express, overland transport and air freight. It is also the world’s largest ocean freight and logistics supplier. Its Mexican business unit employs 2,500 people and handles more than one million packages per month.