

NEWS MARCH NETWORKS

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The Importance of Open Standards

Welcome to the April 2016 edition of March Networks News. In recent editions of this magazine, we have covered a wide variety of topics impacting the security industry. These topics have included cybersecurity, business intelligence and big data, and the importance of product quality and performance. In this edition, I will touch on the importance of open standards and the benefits to the customer.

From the beginning, March Networks set out to develop the most reliable, scalable and secure video system in the market. While many of our competitors at the time were building closed, proprietary systems, we took a different route and made open standards and third-party integration core to our strategy and architecture. Along with a handful of other forward thinking video surveillance companies, we were also one of the early supporters and adopters of the ONVIF standard. While many ONVIF opponents cited concerns over commoditization, our experience in the IT sector indicated that standard protocols would be a benefit to customers and ultimately drive more innovation in the industry.

Today, history proves that we made the right decision and March Networks remains one of the strongest supporters of the industry trend towards extensibility in the design of product lines through the support of open standards such as ONVIF, and the use of Microsoft Active Directory and MSSQL.

A decade later, what does all this mean to the customer and why do we remain committed to open standards?

Firstly, as many manufacturers feared, it means the customer has more choice. Instead of being locked into one specific vendor, as was common in the 1990s and mid-2000s, customers can select the best cameras, access control or alarm systems, regardless of what they have already installed at their locations. As is often the case in our industry, very few companies have the budgets to upgrade all their existing systems at the same time. If an access control, alarm system, or IP cameras from a different vendor have already been deployed, the customer can protect their investment by selecting a video surveillance supplier that

has the ability to integrate to third-party equipment via a software development kit (SDK).

Secondly, system interoperability simply makes for a more effective and efficient solution. In control rooms around the world, access to information and the ability to quickly react to situations is critical. I have personally witnessed the power of a tightly integrated solution as operators can quickly react to alarms, assess the situation and make a decision on the proper course of action. In those situations, there is no room for latency or toggling between different GUIs to find the appropriate video or other information. As customers increasingly look to add even more disparate sources of data to their decision-making, open standards and interoperability will become even more critical to delivering an end-to-end solution.

Thirdly, it is safe to say that video has finally gone mainstream. It is extremely rare today to walk into a business, regardless of its size, and not find video surveillance cameras recording all activities. In parallel, the industry has also made several technology breakthroughs in the past few years, namely in the area of video and data analytics, which has made the concept of video-based business intelligence a reality. The result has been an explosion of new and innovative uses for video that are challenging manufacturers and integrators to design new solutions. Recent examples of integration requests include point-of-sale and bus fare ticketing systems, parking lot occupancy monitoring, barcode scanning systems, GPS systems, and RFID systems for asset tracking. As IP video systems increasingly become core to new business intelligence applications, and customers drive new use cases, interoperability continues to be

the biggest challenge and opportunity for video surveillance providers.

At March Networks, we remain committed to supporting standards and leveraging our enterprise video platform to introduce new application solutions such as Searchlight for Banking and Retail. As you will read in this edition, our recently appointed Integrations Business Development Manager Jeff Corral is responsible for working with third-party IP camera, alarm and access control vendors to coordinate integration efforts. Another key aspect of Jeff's role is to work with executive and product management to identify new areas of business and potential partners key to launching new applications. This is a new and exciting role for the company and we fully expect to continue growing this team as we develop new applications. Stay tuned for more updates on that.

Finally, I would like to thank you for your time and I hope you enjoy reading this edition as much as we enjoyed putting it together.

Peter Strom
President and CEO,
March Networks



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Cole Haan Selects March Networks

Upscale shoppers around the world associate the Cole Haan brand with uncompromising quality, so it's not surprising that the U.S.-based lifestyle brand insists on the same uncompromising quality from companies supplying its mission-critical security and loss prevention technology.

THE opportunity to transition to a state-of-the-art video surveillance system coincided with a period of rapid expansion for the retailer, noted Cole Haan Store Controls Manager Elizabeth Mitchell.

"We had a variety of legacy video systems from different manufacturers at the time and wanted to move to a uniform system in our stores. Several of the systems were obsolete and the maintenance was getting costly, so a decision was made to bring everyone onto the same platform."

In early 2014, Cole Haan invited Securitas Electronic Security (formerly Diebold Security), a recognized leader in electronic security and services, to recommend a way forward. After reviewing the retailer's needs, Securitas Electronic Security (ES) proposed a March Networks solution using the company's 8000 Series Hybrid NVRs and enterprise-class video management software. The first March Networks system was installed in June 2014, and by December 2015, 90 of Cole Haan's 117 stores had made the transition. The goal is to ultimately convert all of its stores to March Networks technology as locations are upgraded or legacy systems fail.







“The stores were extremely receptive to the new system, everyone was very pleased with the quality of the video, and the overall feedback was that it was very easy to use.”

— Elizabeth Mitchell,
Store Controls Manager, Cole Haan

The combination of a top-notch security systems integrator and a globally recognized leader in video surveillance technology proved to be a winning strategy.

“We have a very good relationship with Securitas ES,” said Mitchell. “They have been a great partner to work with, especially during a time when we were adding new stores left and right. The key to a great relationship with a security systems integrator is good communication and great customer service. That’s something we definitely have with Securitas ES. They have been very responsive and effective in getting the job done.”

One of the retailer’s key requirements was reliable and uninterrupted remote access to its video recorders in the field.

“That was important because Cole Haan wasn’t always able to connect to its old recorders to access video,” said Securitas ES Senior National Account Manager Patrick Farrell. “That was a huge issue and we were able to solve that for them with the March Networks solution.”

Cole Haan’s 117 stores include its flagship Rockefeller Center fashion emporium in New York City and upscale streetfront and outlet locations in major cities across the United States and Canada.

Most stores are equipped with one 8000 Series Hybrid NVR and eight analog cameras: two over the point-of-sale (POS) terminals in the central cash wrap; three covering the sales floor; and three more in the rear of the store capturing

video from the manager’s office and the receiving door.

The 8000 Series Hybrid NVR comes in 4, 8, 16 and 32 channel models and accommodates a mix of IP and analog cameras, enabling Cole Haan to upgrade easily to high-definition or megapixel IP cameras if that’s ever a requirement. With the introduction of the March Networks NVRs, the retailer has already seen a marked improvement in video quality from its existing analog cameras, which was a welcome change.





The 8000 Series also incorporates features designed to speed installation and maintenance, saving both Cole Haan and Securitas ES time and servicing costs. Its unique docking station allows technicians to leave most cables in place during servicing, while a QR code on each NVR works with March Networks' free GURU Smartphone Application to provide instant product information and advanced troubleshooting capabilities.

In addition, the NVR's internal battery backup guarantees systematic shutdowns in the event of power loss, hard drive mirroring provides storage redundancy and real-time health monitoring proactively alerts users to potential performance issues, ensuring reliable, trouble-free recording.

Cole Haan uses the video solution primarily to investigate shrink losses and liability claims. According to Mitchell, the March Networks system has been instrumental in investigating cash variances and suspicious POS transactions, as well as helping to identify where more employee training is needed.

Most loss prevention investigations are performed remotely at Cole Haan's Greenland, NH global headquarters by Mitchell and her team, but store managers also have access to the local control system.

Using March Networks' local control interface with a mouse and a high-

definition monitor connected directly to the NVR, store managers can review live and archived video and, if necessary, burn video clips for follow-up by local law enforcement without having to tie up the store's PC.

Securitas ES provided local management with an overview of the system, and the training ended up being very straightforward, said Mitchell.

"The stores were extremely receptive to the new system, everyone was very pleased with the quality of the video, and the overall feedback was that it was very easy to use."

Mitchell is looking forward to evaluating the March Networks Searchlight™ for Retail application, which integrates video with POS transaction data to proactively report on instances of potential fraud and allow for instant review of the associated video.

"Currently, we monitor our POS transactions for no-sales and voids, for example, and then go to the March Networks system to call up the video. With Searchlight, all of our investigative tools will be in one place, so it will be a lot more efficient."

"We're very happy with the March Networks solution," said Mitchell. "It's a reliable, robust system that provides us with excellent quality video, and is easy to use." ▼

Securitas

Securitas is a knowledge leader in security. From a broad range of services of specialized guarding, technology solutions and consulting and investigations, the company customizes offerings that are suited to the individual customer's needs in order to deliver the most effective security solutions. Everywhere from small stores to airports, Securitas' 320,000 employees are making a difference.



A photograph of a woman with blonde hair, smiling, standing behind a wooden counter in what appears to be a coffee shop. She is holding a yellow card, possibly a loyalty card, and a hand is holding a payment terminal over it. There are two brown paper coffee cups with white lids on the counter. The background is blurred, showing other people and interior decor.

Four Points to Consider When Using Video to Audit Your Retail Store

by Doug Montgomery

Throughout my career in retail loss prevention, I've seen some pretty outrageous behavior captured on surveillance video. From performance and productivity issues – like employees showing up late and doing personal things on business time to outright theft from the point-of-sale (POS) system – I've seen it all.

As an owner or manager at any level, it's disheartening to think of what can go on in your business when you're not there. You do your best to set high standards, but you can't be there 24/7 to monitor what's taking place. Most employees do a good job and can be trusted, so it's even more disappointing when a few people prove otherwise.

It's for this reason that many retailers are undertaking operations audits using their video surveillance systems. By reviewing snapshots of video throughout the day, they're able to get a more complete view of how their business is operating. Video-based operations audits have helped many businesses increase ROI and boost sales, revenues and profit by finding shrink they didn't know existed. They also uncover operational, compliance, and employee performance issues, which if left unchecked, can impact your brand and reputation.

Shrink can occur throughout your store, not just at the cash register. Make sure your audit covers all areas of your business, and quickly alerts you to signs of trouble.

In my view, video is the best method of acquiring this information since it captures activity that would otherwise go unseen. Video allows you to see your operation as your customers see it, unfiltered, and the way it occurs when no authority figure is present.

If you're interested in auditing your store with video, there are several options available to you. Some video surveillance companies offer operational audits as a managed service, where they review the video for you based on a list of key performance indicators (KPIs). Others outsource the service to a third-party, while still others offer user-friendly video management software tools that allow you or someone else on your team to manage the audits in-house.

Here are a few things to consider before making your selection:

1. CONSIDER YOUR NEEDS

First and foremost, identify what you're hoping to achieve with an operations audit. Is it just exception-based reports with corresponding video that you want to see, or are you also interested in health and safety issues, the quality of your customer service, and how your employees are performing? There are systems available that, in addition to operations audits, integrate POS data with intelligent analytics like queue length monitoring or people counting to help assess speed of service and measure conversion rates. Identify your wish-list upfront and make sure that your preferred solution is flexible enough to meet your needs.

2. COVER ALL YOUR BASES

Shrink can occur throughout your store, not just at the cash register. Make sure your audit covers all areas of your

business and quickly alerts you to signs of trouble. March Networks Searchlight for Retail rapidly identifies suspicious transactions through POS integration, but also alerts you to risks in other areas of your business such as potential health and safety issues. Remember, loss prevention extends beyond transactions. Just consider what the financial impact would be if a foodborne illness originated in one of your stores.

Ensuring proper food safety is possible by monitoring your video surveillance. With Searchlight, you can set up custom screenshots, so you can quickly see what's taking place in your kitchens. You can also create alarms and alerts so you can be notified when your refrigerator thermometer drops below a certain temperature — something that could threaten not only your wallet, but also customer safety.

Again, these same tools can be used to detect theft. For example, you can receive an email notice when your back door opens at 3 a.m., or when transactions have occurred with no customer present at the POS.

In my experience, the most sophisticated thieves won't leave an obvious trail in your POS system; they'll cover their tracks by using alternate methods like completing false returns, stealing a key to open the cash drawer or sneaking merchandise out your back door.

3. WHO IS VIEWING THE VIDEO?

If you're not reviewing your own video, ensure that the person managing that process knows what to look for. If a third-party auditor is just checking off a list of 10 pre-defined KPIs, they may miss other important issues in your stores. For example, if your audits focus on speed of service and cash handling, someone

may miss the fact that an employee is cross-contaminating food. It's essential to ensure your auditor truly understands your operation and what constitutes good performance and good service, otherwise the process is much less valuable. One recommendation is having a top performer within your organization view the video and evaluate it based on your standards and their proven ability to perform within your organization.

4. HIGH-QUALITY VIDEO MAKES THE DIFFERENCE

There's no point conducting an operations audit if the images are blurry and you can't make out what's taking place in the video. Make sure the solution you select offers clear, high-definition video with the level of detail required for investigations and a successful litigation defense, if needed.

I can tell you from experience that it makes all the difference. I know of one retailer who was facing litigation after a customer slipped and fell inside their store. The injured person alleged the fall was due to a wet floor, but the customer's allegation was disproven once investigators reviewed the store's video surveillance. Because the images were clear, investigators were able to zoom in and see that the customer was wearing flip flops and had tripped because of her footwear, not because of the restaurant's floor.

By considering the above points, you'll be better equipped to decide which type of operations audit best suits your business' needs. Remember to do your research, ask questions, and request a live demonstration of the software.



Doug Montgomery is March Networks' Manager of Customer ROI.

To learn more about March Networks Searchlight for Retail, visit our website.

Powered Up!

Kansas City Electric Utility Opts for Intelligent Video Surveillance

MANAGING security for Kansas City Power and Light (KCP&L), an electric utility serving 800,000 customers in Missouri and neighboring Kansas, is a huge responsibility. With a dozen power plants, 400 substations, 27,000 miles of transmission and distribution lines, service depots, and offices spread over an area of 18,000 square miles, KCP&L needed a video surveillance system that would allow centralized oversight and bandwidth-friendly access to video from the furthest reaches of its coverage area.

The system also had to be reliable, easy to use, and allow for integration with access control and intrusion alarm systems. In the utility's state-of-the-art control center, security personnel monitor 1,700 surveillance cameras, 900 doors with access control and more than 1,500 other alarm points.

With so many cameras and locations to keep an eye on, an intelligent, integrated surveillance technology solution that automatically pops up video from an alarm site is critical.

KCP&L Security Analyst Brian Meinershagen wasn't involved in the initial decision to select a March Networks video solution, but he's a big fan nevertheless. Whenever an opportunity presented itself to go back to the drawing board and evaluate competing systems, March Networks has always come out on top.

In 2008, for example, when KCP&L acquired competing utility Aquila Inc., security management had some decisions to make because the new acquisition was equipped with a video surveillance system from another vendor.

"An evaluation of the two systems ended in March Networks' favor based on ease of use and reliability," said Meinershagen. "Equally important was March Networks' enterprise management software, which offered a superior central management capability. As a result of the evaluation, we equipped approximately 60 Aquila sites with March Networks systems."

"Near the end of 2014 when most of our original recorders were approaching their expected end of life, we did another quick re-evaluation of our options and decided to upgrade to March Networks 8000 Series Hybrid NVRs. Some of the units that we replaced at that time had been in service since 2002, far exceeding their expected lifespan."

The 8000 Series recorders with built-in, multi-stream H.264 video encoding are ideal given the utility's diverse set of bandwidth limited network topologies and backhauls. The multi-streaming feature allows KCP&L to record a high-resolution video stream at full resolution for investigation purposes, and capture a second video stream from the same cameras at a lower resolution for live viewing over the network. ►



“Our March Networks system....
[allows] a few security personnel
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in multiple locations virtually
without leaving our Security
Control Center.”

— Brian Meinershagen
Security Analyst, Kansas City Power & Light



Reliability is also a key requirement because of the vast territory KCP&L encompasses.

“It may be a three or four hour drive just to get to one of our NVRs if we have to change a hard drive, so reliability is extremely important to us,” said Meinershagen.

The March Networks video management software provides robust health monitoring that generates automated alerts if there is a video synch loss, a hard drive problem or an anomalous recorder temperature. The capability enables security staff to schedule maintenance and proactively minimize downtime.

KCP&L relies primarily on analog video, but has installed IP megapixel cameras in some locations where higher resolution is required.

“That’s another feature of our hybrid NVRs that we like,” said Meinershagen. “We can add IP cameras as required since the recorders support both analog and IP video.”

The KCP&L security department is tasked with keeping employees safe and protecting the utility’s assets. A video wall consisting of twelve, 55-inch monitors provides five security staff in the 24/7 control center with an overview of real-time activity at hundreds of sites. Monitoring center staff also oversee access to the utility’s unmanned doors and gates, using an intercom and integrated video to confirm the identity of visitors.

“On average, monitoring center staff respond to roughly 56,000 alarms per month,” said Meinershagen.

One of the biggest external risks KCP&L and many other utilities across the U.S. have to contend with is the theft of copper.

“In a generating facility, it’s not uncommon to find materials staged for new construction, or pending decommissioning that contain valuable copper,” said Meinershagen.

Copper is attractive to thieves and easy to turn into cash. The U.S. National Insurance Crime Bureau reported 25,083

claims filed for metal theft between 2009 and 2012, of which 96 percent were thefts of copper. In 2011, when copper prices surged to \$4.50 a pound, copper theft spiked as well to close to 15,000 claims.

KCP&L hasn’t been immune to copper theft, but it has been able to catch many thieves in the act thanks to its use of wire cross video analytics and other sophisticated intrusion detection alarms integrated with the March Networks video surveillance system.

“We had one incident at a generating station a few years ago. It was Christmas day and we had a skeletal staff. An intrusion detection sensor triggered an alarm and popped up video from a camera at the site. We were able to track and follow the intruder as he went through the station’s scrap metal bins and inform police dispatch of his exact location. When you notify the authorities that you are tracking an intruder on camera, they know they aren’t dispatching responders to chase a false alarm. This typically gets you a much better response. And when

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— Brian Meinershagen
Security Analyst,
Kansas City Power & Light



you follow up and provide evidence of the criminal behavior in court, the chances of getting a conviction are a lot higher.”

KCP&L adheres to Federal Energy Regulatory Commission and North American Electric Reliability Corporation regulations requiring it to monitor and respond to alarm events in a timely manner.

“Our March Networks system provides us with tools to comply with these regulations by allowing a few security personnel to monitor and respond to alarms in multiple locations virtually without leaving our Security Control Center,” said Meinershagen.

The video recording system is primarily used for security, but non-security employees across the company also utilize it for operational oversight at generating stations to monitor coalveyors, remotely operated stackers and tanks of hazardous chemicals for leaks.

KCP&L routinely equips its 8000 Series Hybrid NVRs with the maximum four hard drives for a total of as much

as 16 TB of internal storage. The utility hasn’t set a single standard for retained video, but by maxing out its storage capacity, evidence of reported incidents is always available and able to be saved for authorities and use in court proceedings.

Meinershagen has had very few problems with KCP&L’s video surveillance system and credits March Networks’ Kansas City-area certified provider, TED Systems, and March Networks’ own technical support staff for quickly resolving any issues. He also gets regular visits from his March Networks account executive and consults with the company’s product managers on new product releases.

“We are a very happy March Networks customer,” said Meinershagen.

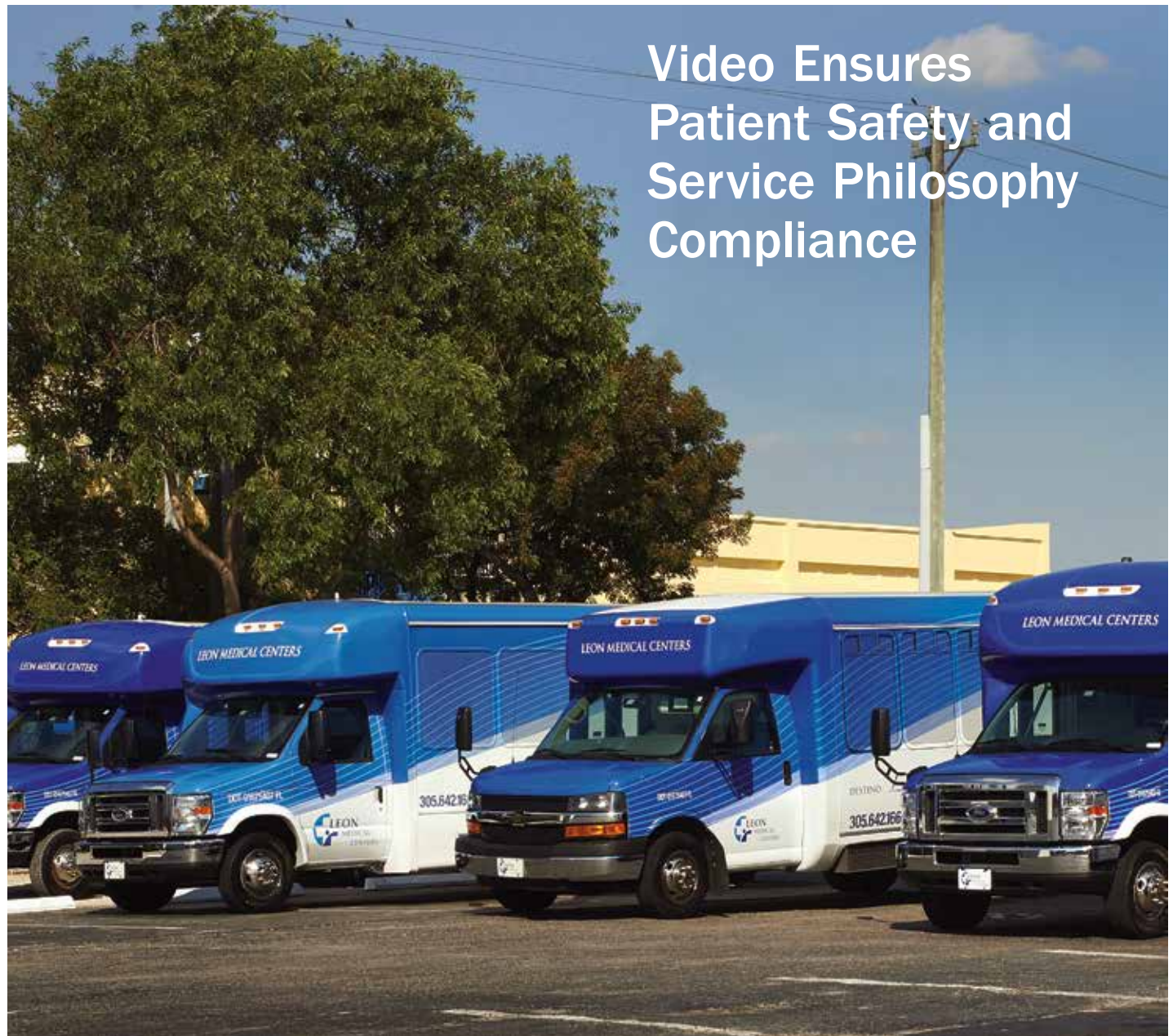


TED SYSTEMS

TED Systems is a security systems integrator and March Networks Certified Solution Provider specializing in the design, installation and maintenance of video surveillance, access control, audio, communication and fire alarm systems for commercial, industrial and high-rise buildings, healthcare facilities and the education sector in Kansas City and surrounding communities.



Leon Medical Centers Selects RideSafe Mobile Solution for 230 Buses



Leon Medical Centers is a privately-owned healthcare organization with seven state-of-the-art facilities serving over 46,000 elderly and Medicare patients in Miami and neighboring communities in Dade County, Florida.

ESTABLISHED in 1996 by Benjamin Leon Jr., Leon Medical Centers is one of the largest and most prestigious primary healthcare organizations in the state. However, what really sets it apart is its rigorously enforced service philosophy of “personal attention at all times” and its commitment to treating its patients with the “dignity, respect, compassion and human kindness that they deserve.”

In keeping with its commitment to exceptional service, Leon Medical Centers operates a fleet of 230 buses that pick up patients, take them to their appointments and return them home. To ensure their safety in transit and monitor compliance with its service philosophy, it relies on an integrated March Networks RideSafe™ video surveillance solution.

Leon Medical Centers began deploying previous-generation March Networks mobile video recorders in 2011.

“We had another vendor’s equipment up to that point, but the system couldn’t support IP video,” said Erick Martinez, Leon Medical Centers’ Security Systems Manager. “At the time, we were using analog cameras and wanted to upgrade to higher definition video. We were also experiencing a lot of issues with hard drive failures.”

In 2014, Martinez began upgrading to RideSafe GT Series Hybrid NVRs, and now has 120 of the new mobile recorders in addition to almost 200 older 5308 Mobile DVRs.

The RideSafe GT Series recorders are available in 8, 12, 16 or 20-channel models with hybrid capability allowing end users to migrate from 100 percent

analog to 100 per cent IP video. An embedded Linux-based operating system, ruggedized design offering protection against shock, vibration, dust and moisture, solid state electronics, and internal battery backup make the RideSafe GT Series recorders ideal for reliable operation in punishing mobile conditions. A hard drive mirroring capability ensures redundancy and storage flexibility, while health monitoring proactively alerts system administrators to hard drive failures, irregular temperatures or synching issues with cameras.

last points of interaction with our patients, so if there’s an issue, we want to be able to review and rectify it.”

In the event of an incident in transit, the driver is able to push a button on the dashboard to tag the associated video. When the bus arrives at one of the clinics, the tagged video automatically downloads through a Wi-Fi hotspot to a server for immediate review by Leon Medical Centers risk management personnel. While in range of a Wi-Fi hotspot, the system also downloads health alerts and can also upload any scheduled software updates or new device settings.

For routine video downloads, there’s hardly ever a need for Martinez’s staff to board a bus.

“Wireless downloading saves us a lot of time,” he said. “It makes incident

“March Networks has served us well. Without a high-quality, reliable video surveillance system, we would have a much more difficult time fulfilling our commitment to patient safety and service excellence.”

— Erick Martinez
Security Systems Manager, Leon Medical Centers

Each Leon Medical Centers bus is equipped with six March Networks cameras — three high-definition WDR NanoDomes and three analog IR MicroDomes. Five of the cameras are mounted to capture interior views and the last is used externally to capture video of passenger entry and exit points.

“Our focus is on the safety of our passengers,” said Martinez. “Our patients are elderly, so if there’s a slip and fall incident, we want to have evidence of what happened. We also use the system to confirm compliance with our service standards. Our drivers are the first and

reporting much more efficient when we need to have an issue resolved. It helps a lot.”

The seven Leon Medical Centers are one-stop-shop facilities with onsite labs, pharmacies, diagnostic imaging services and dental clinics. This convenient service model enables patients to see their family doctor or a specialist, have blood work done, get an X-ray and fill prescriptions without having to spend time traveling to multiple locations.

Each center has a café, where patients can have a coffee and socialize. And to help patients stay fit, Leon Medical Centers

operates four Healthy Living Centers with modern gyms, exercise and yoga classes, seminars and other programs.

Patients who require surgery or a hospital procedure are picked up and delivered by Leon Medical's bus transportation service. On arrival, they're greeted and escorted to their destination by staff from Leon Medical's Hospital Service Centers, which are located within all of the major Miami-Dade County hospitals.

Aside from the seven centers and four Healthy Living Centers, Leon Medical operates a fleet maintenance garage and a 300,000 square-foot corporate headquarters.

Martinez says that the fixed facilities are also being equipped with March Networks 8000 Series Hybrid NVRs, which are managed using the same Command video management software powering the mobile recorders.

Having a single software solution to access and manage video — regardless of whether it's recorded on a bus or in one of the medical centers — means that Leon Medical Centers doesn't have to train staff on multiple software systems. It also provides the organization with complete oversight of its clients and operations.

Once again, it's all about patient safety and service excellence.

"If a patient loses a purse or a wallet, for example, we'll be able to find it for them on one of our buses or in a clinic.

"If a patient loses a purse or a wallet, for example, we'll be able to find it for them on one of our buses or in a clinic. Or if they have an issue with an employee, we'll be able to review the video and take care of it."

— Erick Martinez

Security Systems Manager, Leon Medical Centers

Or if they have an issue with an employee, we'll be able to review the video and take care of it," said Martinez.

A Microsoft certified engineer, Martinez heads up a department solely focused on overseeing Leon Medical's video surveillance infrastructure.

"This department didn't exist four years ago," he said. "I was part of the IT department responsible for PC support. Mobile security was handled by transportation at the time. I thought it would be a good idea to create a separate department with IT expertise to look after mobile security, and senior management agreed."

Martinez and his staff are trained to take full advantage of all the Command software functionality. For example, they're able to manage video viewing privileges to ensure users have access only to those cameras corresponding to their roles or responsibilities.

They're also able to take advantage of Command's support for Microsoft Active Directory integration, which collects established user account information

from Leon Medical's corporate network directory. This allows them to select users from the company directory, assign a profile and customize their user interface to display the tools needed for their role.

Looking ahead, Martinez and his team will be busy this year, as Leon Medical Centers continues to expand.

"We have four construction build-outs planned, including a four-story, 80,000 square-foot building and two parking garages — one six-floor and one seven-floor garage — so there will be opportunities for additional fixed video surveillance systems. Because we lease our buses for three years, we're also always adding to our transportation fleet, so we'll continue swapping out our 5308 recorders in favor of the newer GT Series.

"March Networks has served us well," said Martinez. "Without a high-quality, reliable video surveillance system, we would have a much more difficult time fulfilling our commitment to patient safety and service excellence. It's that simple." ▼



Emphasis on Integrations

March Networks certified providers and customers can look forward to many new product and system integrations this year, as well as additional resources for third-party developers, thanks to the company's continuing emphasis on end-to-end solutions.

"We currently have integrations with close to 1,000 third-party cameras and many leading access control, point-of-sale and ATM systems," said Jeff Corral, March Networks' Integrations Business Development Manager. "Customer demand for integrations with our video surveillance systems is growing, so we've added to our team to further broaden the number of integrations we offer."

The main drivers for the increased focus on integrations this year are March Networks Searchlight for Banking and Searchlight for Retail software, which synchronizes recorded video with ATM or point-of-sale (POS) transaction data in convenient reporting dashboards. The combined data provides organizations with a powerful tool — allowing investigators to find losses faster, stop them sooner and build strong case evidence for the courts and recoveries.

"The more integrations we have," said Corral, "the easier it is for our certified providers to deliver our solutions to their customers."

March Networks' complete list of camera, access control, POS and ATM system integrations are available on the company's website. The online tool makes it easy for users to search for specific supported camera models and get detailed information on access control integrations, including supported software versions and how to acquire them.

"We try to make sure that all the information a partner or customer needs to know is available on our website," said Corral. "When you're working on a project or deployment, the last thing you want to be doing is digging for information. Those details should be readily available and with March Networks, they are."

The company develops some integrations internally, but also invites third parties to use its application programming interface and software development kit (SDK) to develop new products or applications.



Developers can apply for access to March Networks' dedicated Developer Portal through the Partners page on the company's website. Once approved, they have direct access to March Networks staff who can help them with any questions.

One example of a successful third-party integration with March Networks is Microception Inc.'s VideOversight™, an application designed for law enforcement interview rooms.

"They took our SDK and developed an application that allowed them to sell into a market that we wouldn't typically target," said Corral. "It's a great example of what a strong collaboration can produce."

Later this year, Corral plans to introduce an online Application Showcase to the March Networks website listing unique, video-enabled solutions like Microception's VideOversight.

Integrations with third-party products can take anywhere from a few days to several months, he said, but maintaining an integration is just as important and requires a long-term commitment.

"We have very close relationships with our integration partners. They let us know about planned updates in advance so we can ensure that our integrations remain current. It's critical that the two companies whose products are integrated have a good relationship. Otherwise, a customer can end up with something that's broken and confusion around which company is responsible to fix it.

"The last thing an organization needs is to have two companies blaming each other for a weak integration," said Corral. "That's not how we do business. We'll work with a third-party to resolve an issue, because our number one priority is a happy customer." ▼

"The more integrations we have, the easier it is for our certified providers to deliver our solutions to their customers."

— Jeff Corral
Integrations Business
Development Manager,
March Networks



STUDENT SAFETY A PRIORITY FOR WISCONSIN SCHOOL DISTRICT



Hudson School District serving Hudson, Wisconsin and neighboring communities in St. Croix County began installing video surveillance systems in its schools 12 or 13 years ago.

Located 20 miles east of Minneapolis-St. Paul on the eastern shore of the St. Croix River, Hudson ranks as one of the fastest growing municipalities in Wisconsin. The school district includes eight schools — one high school, one middle school and six elementary schools — and serves approximately 5,500 students.

Hudson High was the first school to be equipped with video surveillance, but with no centralized oversight or commitment to uniformity, subsequent acquisitions by the other seven schools over the years left the district with an assortment of video recorders that didn't talk to each other.

It was far from ideal, said Hudson School District Technology Coordinator Nancy Toll. There was no central management capability and video could only be reviewed at the individual school level.

With tragedies like the December 2012 shooting at Sandy Hook Elementary School fresh in the minds of educators across the country, Hudson School District decided last year to issue a request for proposals for a new video surveillance system.

"We were looking for something that would be easier to manage at a district level — a common, networked system — both for management reasons and end user training," said Toll. "We also wanted a common, district-wide system that our police department could tap into in the event of an emergency."

Toll consulted other school districts to craft an RFP and received five responses.

"We've been very pleased with the March Networks solution. I can highly recommend it to anyone needing a video surveillance system."

— Nancy Toll
Technology Coordinator,
Hudson School District



“We narrowed it down to the top two and ended up selecting a March Networks solution,” said Toll. “What made the decision for us was the system’s ease of use and the system integrator proposing it — Marco Inc. — a great vendor partner that we had worked with on previous projects.”

The system, installed last summer, included a March Networks Command™ Enterprise server, twenty 8000 Series Hybrid NVRs, 148 March Networks IP cameras and 33 third-party 180-degree cameras for exterior coverage around the periphery of the schools.

The system is used on a daily basis, particularly in the middle and high schools, said Toll. “Just having the system in place is a great deterrent to mischief, but in the event of an altercation or theft it’s also easy to determine who instigated a fight or walked off with someone else’s backpack.

“We only had the system up and running one day when we were able to capture video of someone following and harassing a staff member outside one of our schools, and that was before we had any training.”

Associate principals and the dean of students are the primary system users, but school secretaries, hall monitors and police liaison officers have also been trained to access and review video.

Overhead monitors in the school offices provide administrative staff with live views from selected cameras, enabling them to buzz in latecomers through the school day.

“One of the things we like about the March Networks system is that we can customize the camera views and display different groups of cameras on the overhead monitors depending on the time of day or what we want to see,” said Toll.

Cameras are located at all entrances and exits, in hallways, cafeterias, school gyms and other areas where students congregate. School grounds, including parking lots and playgrounds, are also covered by cameras mounted around the periphery of the school buildings.

The system is primarily used to resolve incidents of bullying, aggression or theft, but is also there to expedite a police response in the event of an emergency. The Hudson Police Department has access to video from all of the schools through a secure virtual private network and uses the system during mock disasters staged every summer as part of the district safety and security plan.

The cameras are grouped by building and named to correspond with their precise location, so anyone going into the system can easily navigate through a school and select a desired camera view.



Marco installed the system and provided initial training, but a school district technology specialist who works with Toll has responsibility for overseeing the system and trains new users.

Toll's advice to other school districts planning to acquire or upgrade a video surveillance system is "to start with a plan, know the locations you want to cover and talk to your end users because they're the ones who have the most experience regarding "hot spots" around the schools.

"We had meetings with all of our administrators to plan camera placements. We walked the buildings and got their input on the views that they wanted to capture. My other advice would be to look for a system that's scalable and easy to manage both for the end user and at a district level.

"We've been very pleased with the March Networks solution," said Toll. "I can highly recommend it to anyone needing a video surveillance system." ▼

Marco Technologies

Marco Technologies is one of the top five technology providers in the U.S., serving customers nationally with core offices in Minnesota, Wisconsin, North Dakota, South Dakota, Iowa, Illinois and Nebraska. Marco Technologies helps organizations of all sizes make the most of their voice, data, video and print technology.



Mark for Replacement

We have a customer with a mix of newer 8000 Series Hybrid NVRs and older 4000 C Series models dating back to their initial March Networks video surveillance deployment several years ago. We are now starting to upgrade this customer's older units, and there are a lot of them. What's the easiest way to do this?

Our Mark for Replacement functionality is a definite timesaver you'll want to take advantage of when upgrading to the latest March Networks high-performance NVRs. Using Mark for Replacement can reduce the amount of time it takes to reconfigure a new recorder by as much as an hour per unit! And it not only speeds your installation process, it also minimizes system downtime.

We should clarify at the outset that Mark for Replacement is only used if you're replacing the NVR entirely. Many March Networks recorder parts, such as power supplies, fans and hard drives, are field replaceable and don't require the removal and complete replacement of a unit.

To use the Mark for Replacement feature, the recorder you are removing must be running software version 5.7.10 or higher and your Command Enterprise Server software must be at 1.10 or higher. The new NVR must also have at least the same number of video channels as the existing recorder (e.g. if you're replacing a 16-channel NVR, the new recorder must also be a 16-channel model or higher).

The first thing you'll want to do is power down the existing recorder and disconnect it from the network. This is important because an NVR that's connected to the Command Enterprise Server can't be marked for replacement.

The recorder's configuration details will already be saved on your central server, so all you need to do next is follow this simple, step-by-step process to set up your new NVR:

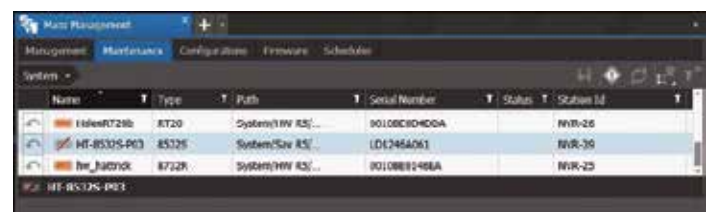
1. Go to **Tools** in the Command Enterprise Server (CES) workspace and choose **Mass Management**. In the **Maintenance** subtab, select the offline recorder you want to replace and click the diamond-shaped **Mark Device for Replacement** icon on the right-hand side of the toolbar. Click **Save**.
2. When you are ready, physically install the new recorder, put it on the network and register it to the server.
3. In the CES workspace, click the **Replace Device** icon immediately to the right of the Mark for Replacement icon in the toolbar, top right. This opens the Replace Device dialog box.
4. Enter the IP address, the username and password (admin/admin) of the new recorder, and click **Replace**.

The status of the recorder will change to **Pending** as the replacement process begins. Information about the progress of the replacement appears beneath the list. Successful completion of the process is indicated in the Status column. If the replacement isn't successful, the reason for the failure will be indicated, allowing you to address the problem and retry.

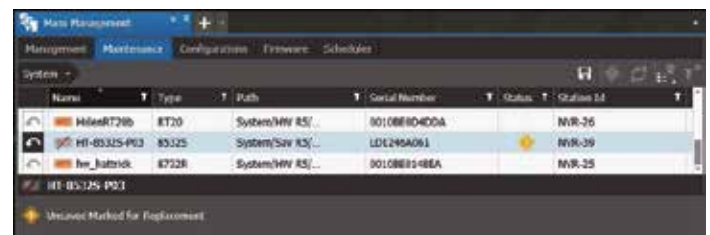
Firmware, schedules, analog camera names, retention rules and alarms will be automatically downloaded to the new NVR. A few details, including IP camera names, have to be manually reconfigured, but Mark for Replacement will get your customer's system up and running in a fraction of the time it would otherwise take to manually reconfigure each new NVR.

Another thing to remember — if you ever need to repair (rather than replace) a March Networks recorder that's still in warranty, you can send it back to us and we'll send you an advance replacement unit for free! ▼

Thanks to March Networks technical support specialists Bryan Buchanan and Pearse Dowds for their expert advice on this Technical Tip!



In the Maintenance subtab, select the offline recorder you want to replace and click the Mark for Replacement button.



The unsaved Mark for Replacement status symbol appears in the Status column.



March Networks Introduces Fast Track Training

“The goal is to allow trainees to complete a certification in just two to three hours.”

— Francois Langevin
March Networks Training Manager

Technicians can get up to speed on a product without having to invest a lot of time working their way through an extensive certification track

March Networks is excited to introduce a new **Fast Track** model to its **Online Training Certification Program**. The streamlined training makes it easier for Certified Solution Providers (CSPs) to get the training they require to install, configure, and service their customers' March Networks systems.

“The goal is to allow trainees to complete a certification in just two to three hours,” said March Networks Training Manager Francois Langevin. “We’re also moving away from industry-standard certification tracks. With this new approach, CSP technicians can take any module they want without having to worry about prerequisites.”

The Fast Track Training Certification allows technicians to get up to speed on a specific product without having to invest a lot of time working their way through an extensive certification track. And once technicians are certified on a specific product, they can take advantage of March Networks' free technical support if they run into a problem.

All of the certification courses have been aligned with March Networks' product-naming conventions to make them easier to locate, and remain free-of-charge. Certified providers can access the training via the March Networks Partner Portal.

In addition to the training improvements, CSPs will also benefit from changes that make it easier and more convenient for them to access March Networks' Virtual Lab.

“Our Virtual Lab allows our channel partners to connect remotely to our NVRs, IP cameras and Command Recording Servers as part of their training,” said Langevin. “Rather than connecting via Remote Desktop and having the March Networks software on our workstations, we’re going to give trainees a tunnel into the lab and allow them to use the software on their own computers.”

Aside from improving connection speeds, this new way of accessing the Virtual Lab allows certified providers around the world to train on March Networks' products in Spanish, French or other languages supported by March Networks software and installed on their workstations. ▼

What I got out of my March Networks training

by Greg Stamp

eLearning Platform is Second to None

Providing custom security solutions to some of the largest organizations in Richmond, Virginia, can make for a busy work week. For technicians like me, it means balancing regular customer calls with ongoing training to ensure I'm always delivering the best solutions possible to our Richmond Security customers.

It's true, there's a time commitment involved with taking technical training courses, but I can say in the case of March Networks training, it's well worth the effort.

I took my first March Networks online training certification this summer. I wanted to learn more about IP networking, so I enrolled in the 8000 Series Certification, which provides instruction on setting up, mounting and troubleshooting 8000 Series network video recorders (NVRs), as well as connecting, installing and configuring March Networks' IP cameras.

The certification contains six different courses, which I completed in my spare time over approximately two weeks. I would highly recommend it to anyone in the industry who is installing March Networks products and solutions.

E-Learning Platform that's Second to None

In my opinion, the e-learning platform March Networks offers is second to none. The training videos are both informative and entertaining, and let you learn at your own pace. You can sit back and absorb the information, and if you need to, go back and listen to it again and again.

The interactive testing platform is also incredibly helpful. It's a hands-on style of learning that allows you to practice exactly what you'll be doing, and the processes you need to follow. In my case, it made learning how to set up an NVR, and change network configurations and IP addresses very easy.

In addition, I was able to put this information to use right away — even before I had completed the certification.

Because I had learned more about what an IP camera is capable of, I was better able to guide a customer installation and recommend exactly where the cameras should be installed. The training made me a better all-around technician for troubleshooting and configuration.

'It Just Clicked'

With more customers demanding IP-based devices, it's essential that technicians have the proper training to complete these installations.

For someone like me, who had more experience with analog infrastructure, March Networks' training helped demystify IP networking.

The time I invested studying the course materials and preparing for the exam enabled me to finally get it. It just clicked.

A Win-Win for Everyone

It's never easy to set aside time in your schedule for training, but I wish I had done it sooner. March Networks' training certification program helped me become a better technician. I've expanded my skillset, and I'm more efficient on the job. The resulting knowledge benefits not only me and my employer, but also the customers we serve — it's a win-win all around.

Visit March Networks Training or contact the training team for more information on how you can get started on the Training Certification Program today. ▼

Greg Stamp is an Access Control Specialist with Richmond Security, the largest physical security provider and full service locksmith in the Richmond, Virginia area.

"March Networks' training certification program helped me become a better technician. I've expanded my skill set, and I'm more efficient on the job."

— Greg Stamp
Access Control Specialist,
Richmond Security





Las Cruces Deploys City-Wide Surveillance

Ease of Use and Reliability among Key Requirements for New Mexico's Second Largest City

ASK most organizations what's important to them when selecting a video surveillance system and the answer invariably includes ease of use and reliability.

That was certainly the case for the City of Las Cruces, New Mexico when the municipality's IT department stepped in to help bring some order to the proliferation of disparate, standalone systems that were being deployed by individual departments.

The second largest city in New Mexico, Las Cruces is located 48 miles north of El Paso, Texas and the Mexican border. It has a population of 105,000, serves a metropolitan area with a population of 215,000 and is home to NASA's White Sands Test Facility, Spaceport America and Virgin Galactic, the world's first company to offer sub-orbital space flights.

"More and more departments were seeing the value of video surveillance and acquiring systems on their own, but it was IT that had to maintain them," said Ken Luchini, the city's Radio Communications

and Electronics Supervisor. "That was a problem, so in 2008 we started thinking about standardizing on one solution and having more of a city-wide system as opposed to incompatible islands of equipment here and there."

Ease of use was critical because literally dozens of municipal employees in almost as many departments wanted to use the system to search for and extract video. Because of the large number of users, the system also had to be intuitive and easy to learn. Equally important was reliability because the IT department already had its hands full and didn't want to assume any more of a troubleshooting and service burden than absolutely necessary.



Ken Luchini, City of Las Cruces Radio Communications and Electronics Supervisor



Las Cruces City Hall



Las Cruces Transit Station

“We’re very pleased with the March Networks system... It’s extremely reliable, the video is high quality and it’s able to scale efficiently as our city and surveillance needs continue to grow.”

— Ken Luchini

Communications and Electronics Supervisor, City of Las Cruces

A March Networks solution recommended by the city’s technology provider, Access Technologies Inc. of Albuquerque, New Mexico met both key requirements.

Determined to minimize the number of devices that would potentially have to be maintained, Las Cruces IT management opted to stream video back to City Hall using its existing microwave and fiber infrastructure.

The police department and one or two other municipal locations are equipped with March Networks 8000 Series Hybrid Network Video Recorders (NVRs), which record locally at those locations. However, video from the transit department’s intermodal facility, recreation and aquatic centers, libraries, museums, seniors’ centers, utilities and public works facilities, the solid waste landfill site and remote microwave towers are all streamed to and stored on a commercial grade server running March Networks Command Recording Server software.

IT’s resolve to standardize on a single vendor solution was also reflected in its selection of March Networks IP cameras — specifically, the MegaPX WDR MiniDome Z for indoor applications and the MegaPX MicroDome for parking lots, microwave tower sites and other outdoor locations. Ease of setup, integration and firmware maintenance were determining factors.

Bandwidth hasn’t been a problem thanks to Command’s ‘throttling’ feature that allows the City to limit how much video can be transmitted across the network at any time, said Luchini. “We set the rate at which the video is streamed, and the quality is excellent.”

Each department is responsible for accessing its own video — often following a reported incident. It could be a liability

claim made by a bus passenger at the transportation department’s intermodal facility, something that goes missing at a library or a disturbance at a recreation center. There is very little live viewing except at City Hall, where security staff are equipped with monitors to keep an eye on the parking lot and the building access points.

IT uses the Command Enterprise software to efficiently set up user access privileges and optimize camera grids by department, but the Police Department and Building Services have access to all of the municipality’s 270 cameras.

“We conducted some training, but as users became more familiar with the system and started asking more questions, Access Technologies and March Networks provided onsite training for a group of us,” said Luchini.

The city continues to grow the system as facilities and departments request more cameras. Currently, plans are in the works to equip the city’s wastewater treatment facility as well as additional museums, recreation facilities and seniors’ centers.

Las Cruces has come a long way since transitioning from a mix of stand-alone analog recorders to its current state-of-the-art, server-based system, but March Networks’ feature-rich portfolio of hardware and software can offer the city even more cutting-edge options in the future.

Down the road, for example, Luchini and his colleagues hope to take advantage of March Networks Cloud, a remote viewing solution that provides multiple users with simultaneous, secure access to live and recorded video via their existing mobile devices. Compatible with Apple iOS and Android devices, March Networks Cloud would allow designated city staff to monitor remote radio

towers, maintenance yards and critical infrastructure from any location using their smartphones and tablets.

An optional motion detection analytic would also enable city staff to investigate potential security breaches in real-time via the mobile solution.

The system also supports integration with Las Cruces’ access control systems, which would allow staff to view alarm events or investigate incidents of unauthorized access in a single user interface.

Luchini’s advice for anyone considering a new video surveillance system is “to understand your requirements and build out from there. It makes it a lot easier for maintenance and training,” he said. “Once you start mixing and matching, you’re sure to run into problems.”

Of course, it’s also critical to ensure that the chosen solution meets your requirements for ease of use and reliability.

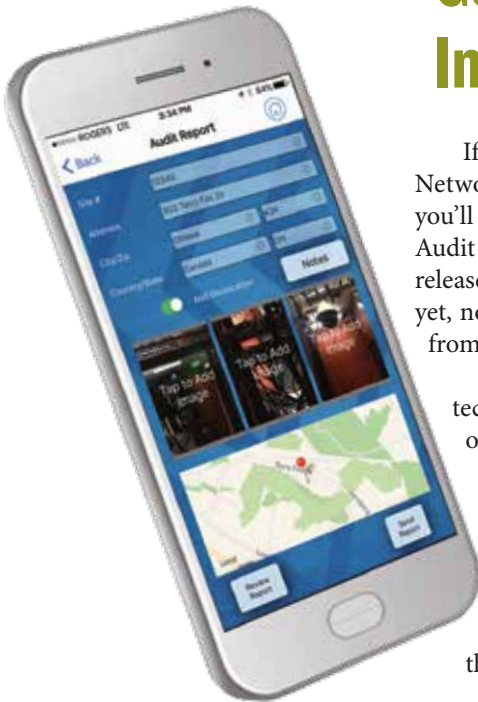
“We’re very pleased with the March Networks system we’ve installed,” said Luchini. “It’s extremely reliable, the video is high quality and it’s able to scale efficiently as our city and surveillance needs continue to grow.” ▼

Access Technologies

Access Technologies provides a wide range of voice, data, wireless, security and video networking services to the commercial-industrial, education and government sectors. A March Networks Certified Solution Provider, Access Technologies was established in 1995, is headquartered in Albuquerque, New Mexico and has offices in Phoenix, Denver, Las Vegas and Southern California.

Latest Time-Saving Tools for Certified Solution Providers

Get Installation Audit Reports Instantly with GURU 2.2



If you're already a fan of our March Networks GURU Smartphone Application, you'll be excited to try out the new Installation Audit feature we've introduced with the latest release of the app. If you haven't tried GURU yet, now is a great time to download it for free from the App Store or Google Play.

With GURU Release 2.2, certified technicians can run installation reports on any March Networks 8000 Series or RideSafe GT Series Hybrid Transit NVR system. The report includes a wealth of configuration details, packaged automatically in a convenient Microsoft Word format, so technicians can email it to themselves, to a supervisor or to their customer.

What's the benefit?

The Installation Audit makes it easy for March Networks certified providers to quickly review system settings and ensure everything is configured as planned once an installation is complete, and to refer back to the document at any time to check the original configurations. It also allows them to share that audit information with a customer if desired, either to support existing service level agreements or simply to provide the customer with a detailed reference document.

In addition, providers working on large multisite installations with trusted subcontractors will also appreciate the ability to easily verify configurations at each site for compliance and consistency.

What does the Installation Audit cover?

GURU's Installation Audit provides certified providers with a comprehensive snapshot of key system configuration details, including:

- **Location information**, including site address, a geo-location map and the ability to embed pictures of the installation in the report
- **Device information**, covering product serial number, model name, recorder time, time zone and other specifics
- **Network details**, including port settings, network names and IP addresses
- **Disk status**, along with model, serial number and size
- **Camera data rates**, displayed by input, type, rate and frames per second
- **Storage information**, such as current and predicted retention, estimated storage requirements, total useable storage and total storage
- **Text channels**, to indicate which local protocol has been enabled to point-of-sale or ATM systems, along with the most recent activity
- **Camera information**, including video resolution, bit rate, codec and status, plus a thumbnail image of each connected camera's field of view!

The Installation Audit is one of many time-saving capabilities available through March Networks GURU. To learn more about the industry-first application, designed specifically for our certified provider community, visit our website at www.marchnetworks.com/guru or download a free version to your smartphone or tablet today. ▼

Dashboard Offers Complete View of Managed Video Network

Ensuring the health and performance of thousands of video systems is a massive task, but one made easy thanks to March Networks Managed Video Network Services. The professional service is currently used by some of the world's largest retail, banking and transit organizations to ensure the optimal performance of a combined 42,000 networked video recorders, and is managed out of March Networks' Network Operations Center.

Now, managed services customers can get an overview of their entire video surveillance installation using March Networks' new Insight system.

An enhancement to the Managed Services offering, the reporting system provides each customer with easy-to-use and completely secure user dashboards. After logging into the system, customers can view their entire video installation on an interactive map and manipulate the data with a simple click to view

outstanding service issues and product warranty information. Another dashboard displays data on issues in a series of charts and graphs that can be changed by date, issue type and other criteria to help customers get to the information they need in a format that's easy to review and understand. Plus, customers can download all of the reports in a Microsoft Excel format for further analysis.

Video inventory reporting

Insight allows customers to view and download a report documenting their complete video system inventory — a huge advantage for organizations using hundreds or thousands of video devices across a broad footprint. It's available free-of-charge to March Networks Managed Services customers, but must be set up per organization. ▼



To learn more about Insight or how Managed Services can help your organization save time maintaining the health and performance of your video surveillance deployment, contact us today at info@marchnetworks.com

MARCH NETWORKS
INSIGHT

Who's New?



Rodney Gray joins March Networks as a Channel Account Manager for the Rockies and the Northwest U.S. He brings over 17 years of security and loss prevention experience to the company. A previous end-user of March Networks products, Rodney recently held director level loss prevention positions with multi-unit retailers. He is relocating to the Rockies market where he plans on enjoying outdoor activities with his family. Rodney is proud veteran of the United States Air Force.



Susann Poggioli is March Networks' new U.S. West Coast Regional Sales Manager for Transit. Susann has 13 years of account management experience in the transit industry with Trapeze Software Group, Clever Devices and Enghouse Transportation. She holds a Bachelor of Science degree in Business Administration from the University of Phoenix, and enjoys hiking, biking, gardening and gourmet cooking with her husband. Susann resided in Houston until recently, and is in the midst of relocating to the West Coast.



Steve Groves joins March Networks as a Regional Sales Manager for Australia and New Zealand. Steve has 15 years of experience in the automation and electronic security industry – most recently with Bosch Security, where he served as business development manager for key accounts within the transportation and retail markets. Based in Melbourne, Steve has a diploma in Business and Frontline Management from Victoria University. He enjoys family activities, renovating and anything sports related.



Shaun Attard March Networks also welcomes Shaun Attard to the Australia and New Zealand office as a Regional Sales Manager. Shaun has 22 years of experience in the Australian wholesale security industry as a CCTV sales executive with Bosch Security Systems and Rexel Video Systems. He has also served as a state manager for Honeywell Security. Shaun has a diploma in Marketing and a Security Installers certificate. He enjoys boating, fishing with his children and Asian/Maltese cooking.



Douglas Wong joins March Networks as a Product Manager responsible for Vertical Software Applications. Formerly with CaseWare International, IBM Canada and Cognos, Douglas is leveraging his experience in data visualization to help expand March Networks Searchlight software's leading loss prevention, fraud investigation and business intelligence solutions. Douglas has an Honors Bachelor of Commerce degree in Information Systems from Carleton University in Ottawa.



Ken Maughan rejoins March Networks as Product Manager for the company's portfolio of hybrid recorders, and Enterprise Service Manager software. Ken began his career with March Networks in 1993 and is a 17-year veteran of the company. Most recently, he worked as director of product management at a startup venture developing application software for law enforcement authorities. Ken is based in Ottawa and enjoys golfing and curling.



Réal Barrière March Networks welcomes Réal Barrière to the Product Management team as Product Manager for the Transportation vertical market. Réal was formerly employed by ISC Applied Systems where he was focused on the creation of end-to-end solutions for the passenger rail industry. In his new position, Réal will drive the strategy for March Networks' RideSafe transportation solution, as well as all other transit products.

Boot Camp Winners

Congratulations to **Robert Bertoncini of SDI Solutions**, **Mark Beaber of Comm-Works** and **John Piper of Tasco Security**, who were the grand prize winners of March Networks' 2015 Certified Solution Provider (CSP) Training Boot Camp Challenge!

The three CSP technicians each won a \$1,000 Visa Gift Card. The Training Boot Camp was designed to encourage technicians and installers to take advantage of the company's free, online training and certification programs.

To participate, CSPs were invited to complete five certification activities through the year, with their names entered into the draw each time they finished a challenge. The grand prize winners were drawn from hundreds of entries.

"Cheers to the winners and everyone who participated in the Boot Camp challenge," said Lisa Miller, March Networks Channel Marketing Manager.

"It was great to see so many partners complete their training and arm themselves with further technical expertise to better support their customers." ▼



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YOU CAN'T SOLVE IT IF YOU DON'T SEE IT.

The MegaPX ATM Camera
from March Networks sees it all



Just 2.2 x 2.3 x 2.7 inches

This is the world's first self-contained HDR camera built specifically for ATMs. It is purpose-built to function within the unique environment of an ATM. Now you can always get the right video to enhance security, improve fraud and loss protection and solve cases.

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