Case Study: VirtuGuard™ False Alarm Reduction with Camect

Facing thousands of false alarms each night when monitoring a multifamily housing unit in a high-crime area, VirtuGuard™ remote monitoring needed an external solution. By implementing Camect Smart Camera Hubs, VirtuGuard™ saw a reduction in false alarms by 97.1%.

BACKGROUND:

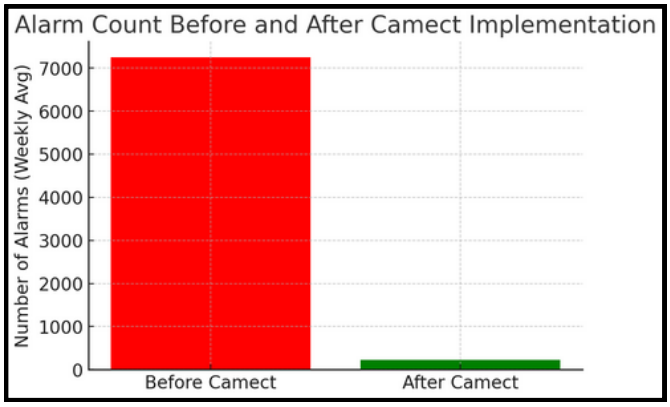
From U.S.-based Command Centers, VirtuGuard™ Monitoring Agents have access to live video streams, recorded video of client locations, and other security data through surveillance cameras and other infrastructure installed at a site. Combining security infrastructure with advanced video analytics and Artificial Intelligence, Agents are alerted to suspicious or abnormal activity at a client property in real-time. The Command Center Team then reacts accordingly to the site-specific protocols to ensure that a property is secure 24/7/365.

THE PROBLEM:

A multifamily housing unit located in a high crime area chose to implement VirtuGuard™ remote monitoring after repeated issues with gang activity, theft, and loitering. After beginning monitoring services at the property, the VirtuGuard™ Command Center was receiving thousands of alarms each night, the majority of which were false. The volume and frequency of false alarms from this single site was overwhelming the Command Center and potentially taking priority over genuine alarms. Security cameras installed on the property were outdated, which was contributing to the influx of false alarms, so VirtuGuard™ looked to Camect to solve this problem.

THE SOLUTION AND RESULTS:

The Camect Smart Camera Hub is an AI camera hub that filters out irrelevant distractions, like bugs, animals, shadows, weather, delivery vehicles, and more. By filtering out useless alarms, professional Monitoring Agents and even home and business owners will only be alerted to people or vehicles in restricted areas. The Camect Smart Camera Hub is compatible with any IP camera and offers local storage to protect each customer's privacy.



Through a simple installation process, two Camect Smart Camera Hubs were installed at the client site and connected to existing surveillance cameras. By plugging the AI hubs into the onsite router and the hubs detecting all network cameras, the live video streams and recorded video footage were integrated with the VirtuGuard™ Command Center. After the Camect Smart Camera Hubs were installed at the site, false alarms received by the VirtuGuard™ Command Center were reduced by 97.1%.

Activity like weather, foliage, bugs, and lighting that was previously triggering false alarms were filtered out by Camect, freeing time and resources for Monitoring Agents. The significant reduction in nuisance alarms allows Monitoring Agents to reserve time and attention for genuine alarms from the site. Genuine security breaches like trespassing, loitering, and theft will not be missed or dominated by false alarms.