

## Vista provides smart video solution for Target Express



*State-of-the-art security plays a vital role in ensuring that Target Express continues to deliver its customers' parcels safely. As a key player in the express delivery market, Target handles more than 75,000 packages a day. Industry surveys consistently show it to be one of the most secure and high quality carriers in the country.*

Target Express offers a complete range of UK and International delivery services, primarily in the business-to-business sector, carrying everything from luxury goods to IT equipment. These kinds of items make tempting targets for thieves and so a comprehensive security package is an essential deterrent. "We have layers of security and are very keen to present a secure front to anyone taking an interest in us," says group security manager John Miles.

The centre of operations is a national hub by Coventry airport, where about 150 articulated lorries – known as trunks – are turned around every night. Regional hubs link into a network of 42 depots around the UK. From these, a fleet of over 900 collection and delivery vehicles visit individual premises. The company also despatches internationally and flies to Ireland where it has a further 10 depots.

### Heart of the network

Unlike most carriers, Target Express maintains its own national security control centre. A new CCTV system is being rolled out across both new and existing depots with Vista SmartTel video transmission servers at the heart of the network.

Target's primary security supplier is Skelmersdale-based Unique Integrated Systems Ltd. One of the key requirements for the new CCTV system was to have efficient transmission, given the large network of depots. "When there is no-one in a depot, it can be watched from the central control room," explains UIS managing director Phil Donougher.



The CCTV network is linked to intruder detection equipment, initiating a live camera feed to the Coventry control room whenever an alarm is triggered. Up to four feeds can be displayed simultaneously on each monitor, giving the controller all the information needed to decide on what action to take.

Each depot has a Vista SmartTel 10-way camera transmission unit with the Coventry control room running the SmartControl 4 software. Deciding factors in choosing SmartTel included the fact that it has a very good graphical user interface and is easy to operate, says Miles. Crucially, it also has the capability for handling multiple sites. Data is transmitted over the company's wide area network instead of using ISDN lines, saving both line rental and call charges.

### Adopting standards



A rolling CCTV installation programme began once Vista SmartTel was identified as the standard transmission unit. UIS and Target have together identified a package of equipment, supplied by Norbain, for installation in all depots. Bosch cameras are used, with both static models (LTC 0455) and colour/monochrome domes (ENVD230). Other equipment in the depots includes monitors and digital

recording equipment. Several brands of digital video recorders can be found, including models from Baxall, Videoswitch and Dedicated Micros.

The ability to broadcast audio has been built in and there is an amplifier at every depot. Controllers can follow any intruders on camera and instruct them to leave the site immediately. "It is a very effective tool," says Miles. He believes that live broadcast is far more effective than putting out a pre-recorded message over the speakers. The clarity of the camera image means that the controllers can describe aloud any people they are talking to, leaving them in no doubt that they have been identified and would be well advised to leave before the police or patrols arrive.

Installation is tailor-made to each new site, though the only thing that changes is the number of items. Although the equipment list has been standardised, both UIS and Target Express keep the kit list under review. "We don't want to keep chopping and changing, but we do always want to ensure the best value and performance," says UIS operations director Paul Brown.

"With the expertise we've developed as a group, we are able to go onto site, do a complete survey and then design and specify the system in a day," says Miles. The electronic security equipment is part of an overall system that also includes other measures such as heavy-duty fencing, access control, lighting, barriers and anti-ramping bollards.

**Working together**

Partnership is at the heart of the security-related work, says Miles. He designs and specifies according to the company's requirement, and UIS provides him with a high level of service. "In addition, they are innovative and always go the extra mile," he says. "I've never found Norbain to be anything less than a partner," he adds.

"Norbain has been very helpful in identifying the appropriate product and in training our controllers." He says that he is prone to "push the envelope" and get as much as possible out of the equipment. The "can do" attitudes of both Norbain and UIS have been vital in achieving this, he says, pointing to areas such as his requirement to have multiple alarm inputs into cameras.