

## ELECTRONIX SYSTEMS



**Electronix System's** move over to **webeyeCMS** has led to two new acquisitions in the first month

### OVERVIEW

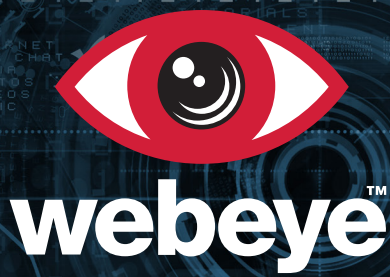
Based in Long Island, New York, USA, Electronix Systems are experts in digital video surveillance, intelligent video verification, security intrusion alarms and operate a central monitoring station. They were annoyed with excessive false positives received from their incumbent Alarm Monitoring Platform and frustrated from the lack of support for their Videofied systems. They were eventually persuaded to try the WebeyeCMS VSaaS platform along with the support package Webeye offers for Videofied. It has enabled Electronix to offer an efficient and cost effective solution that has created a whole new revenue stream. It has seen them move into new markets in the USA with two major acquisitions within the first month.

**“Changing the face of our entire monitoring business”**

Steven Leonardo

Director of Installation & Service

- **Reliable**
- **Well structured**
- **Easy to use**
- **Minimal staff training**
- **Enhances Videofied**
- **Reduces time wasting**



# Case Study

## ELECTRONIX SYSTEMS

### Challenge

Electronix were looking for ways to grow their business and penetrate new markets but were hindered by limited product support for their Videofied equipment and overwhelmed with false alarms received from their alarm handling platform. There was no intelligence to the nature of activations and their systems were sending too many false positives. Electronix needed to spend less time dealing with false alarms to improve customer satisfaction. Electronix already knew Webeye because they had bought Videofied equipment from them in the past but were reluctant to try webeyeCMS until Jason Bezuidenhout from Webeye persuaded them to take a demonstration and they decided to try it.

### Solution

webeyeCMS is a VSaaS (Video Software as a Service) platform that sits in the cloud and takes the hassle out of monitoring and managing alarms. Electronix found it eased the pressure experienced by their central monitoring station because it silos all their alarm systems into one easy to use interface then acts as a virtual central monitoring solution to receive, process and distribute all alarm traffic. Electronix use Videofied as a visual verification system that acts as the 'eyes and ears' on the ground. Once an intrusion is detected it

triggers the motion viewer which records a 10 second video clip and sends via the webeyeCMS cloud to their CMS and/or the end user directly.

### webeyeCMS does more than just send alarm notifications:

- It stops operators wasting time dealing with false alarms because it uses CALIPSA video analytics to verify genuine human or vehicle activity
- It performs a 'health check' on Electronix equipment to see if any part of their system is failing - if Videofied batteries are running low for example
- It has a thorough audit trail so Electronix can see which alarm operator and when they responded to an alarm notification and a log to see what action was taken
- It has an easy view timeline bar to quickly monitor all alarm history from a particular site.

### Benefit

Minimise the time wasted dealing with false alarms and reduces complexity which has enabled Electronix to speed up their operation and become more efficient and competitive. They realized it was also a service they could offer to their customers as a low-cost virtual monitoring solution.

### Result


Electronix has seen two new major accounts in the first month of using webeyeCMS. Improved customer satisfaction because fewer reviewed events means lower bills to the end-user. Alarm handling staff are less frustrated and better informed in performing their role.





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