

Phoenix RSM™

Surveillance Video Management



Police Protect Community and Arrest Long-Term Retention Costs

George Street, St. John's, Newfoundland, is a place full of beauty, lively Celtic music and excitement stirring in bar rooms and restaurants. George Street is known for having the most bars and pubs per square footage of any street in North America and hosts several popular festivals throughout the year. On any given night, it is normal to see groups of men holding beer mugs up in the air for a celebratory toast, or witness bachelorette parties attract attention as the women lightheartedly laugh and dance to the pulse of the live music that abounds on George Street. The street is full of good fun, but unfortunately it has also seen its share of incidents.

It comes as no surprise when the Royal Newfoundland Constabulary (RNC) decided to implement video surveillance to aid their officer patrols of George Street to improve public safety and provide additional peace of mind to the community.

Many business owners on George Street have video surveillance systems inside their own establishments, but with a number of liquor related offences, drunk and disorderly, occasional assaults, and other complaints from locals, the RNC wanted to increase security measures on the street itself. They installed a Milestone XProtect® video management system (VMS), incorporating 12 Bosch® 500i PTZ cameras spanning the length of George Street to record activity at 30 frames per second (FPS), 24 hours-per-day, 7 days-a-week.



George Street, St. John's, Newfoundland
Photo courtesy of the George Street Association

Police Beat the Retention Challenge

For police investigations, it is imperative to have the best quality video for use as evidence in a court of law. The RNC initially needed a video surveillance solution capable of storing large amounts of video for a minimum of 30 days, and to comply with the Newfoundland and Labrador Access to Information and Protection of Privacy Act. For other investigations the RNC wanted to extend their video long-term retention for at least six months to easily retrieve potential evidence that could have been recorded from many different cameras.



The Open Platform Company

Dean Boyer, the Video Surveillance Technical Administrator at RNC stated, "Footage from the data tape library would allow police personnel the

capability for various uses such as the analysis of crime trends, training, and investigative purposes.”

With the initial RNC tender requirements of needing backup video for 30 days, Jon Seary, the owner and manager of client services at PC & Network Solutions, Inc., of St. John’s, integrated the ultimate video surveillance solution. Since the overall management of the video was not specified, the proposed solution had to handle live viewing and video storage management. As the reseller of all the hardware and software components, Mr. Seary worked with a Milestone representative to meet every possible video requirement.

“SoleraTec’s Phoenix RSM is an ideal surveillance video storage solution to use, fully capable of controlling long-term retention management,” suggested Martin Friis-Mikkelsen, Head of Strategic Alliances at Milestone.

Phoenix RSM not only met but exceeded the stated requirements, delivering the RNC more capabilities than anticipated. It extended their retention time and it provided permanent storage for all cameras. Mr. Seary reflected, “Phoenix RSM gave us the ability to put together a winning video surveillance solution for the RNC.”



Total Cost a Steal Hard Disk vs. Data Tape

“If a customer requests extended video archiving capabilities from the original 30 days to six months, the cost of hard disk space would be about \$35,000 versus \$2,000 for data tapes – doing the same thing managed with the Phoenix RSM software.

The cost of running the additional 75 hard disks just for archived video is a lot more than the cost of 35 data tapes on a shelf.”

*- Jon Seary
PC & Network Solutions, Inc.
St. John’s, Newfoundland*

Hard disk only and Blu-ray systems were considered, but the RNC realized the digital data tape library was the most affordable and feasible solution for long-term retention.

“The challenge of extending the retention time is the prohibitive capital and maintenance costs of running a large disk array, versus keeping track of removable media with a data tape library. Phoenix RSM allowed us to offer the customer the ability of extending the retention time of full quality, uncompressed video at a fraction of the anticipated cost of hard disk,” explained Mr. Seary.

“During software configuration, the SoleraTec technical staff imparted their extensive knowledge to aid the RNC in adjusting their solution to fit exactly within their working environment, and this is commendable,” Mr. Seary added.

The brilliant combination of Milestone XProtect, Phoenix RSM, and a data tape library, delivers the capacity to store video evidence for up to six months and even longer and offers seamless video lifecycle management. Milestone XProtect manages the Bosch cameras and live viewing functionality and Phoenix RSM manages the multi-tiered storage infrastructure. The RNC now has a complete video surveillance asset management (vSAM) solution.



SpectraLogic T50e Data Tape Library

investigations. Mr. Boyer pointed out, “The officers like it. The recorded video is good quality that shows identifying features and most importantly, it is a tool they use for their investigations showing an unbiased side to a story. In the video footage, what you see is what you get.”

The cameras on George Street record to the Milestone XProtect video management system, where live viewing, camera management, and initial storage configuration is provided. Integration of the forensics-based Phoenix RSM software delivers management of unaltered high resolution original video and creates low resolution companion video (at a fraction of the original video size). It then implements storage policies to replicate and migrate the original, unaltered, video between primary hard disk-based storage and the data tape library storage device, automatically, with no data loss and complete chain-of-custody.

The RNC can count on the Milestone XProtect and Phoenix RSM solution as a scalable, multi-tiered video surveillance infrastructure, where it can manage multiple storage devices for affordable long-term retention. When searching for video, the low resolution companion video is the primary video footage retrieved, and it is always teamed with the source video. The original video, stored online, near-line, or offline is accessible whenever it is needed, and is under total management of Phoenix RSM. If the RNC add cameras or need even longer retention, they know they have the option to add

“Our solution is not just a data back-up system, but it is an integrated data tape library solution. It provides us with quality video, long-term retention, and it is very affordable,” stated Mr. Boyer.

Sustained Scalable Storage

The RNC police officers appreciate video surveillance as a tool for assisting them in their

Policing Video Storage Effectively

The Royal Newfoundland Constabulary has implemented a surveillance video management solution to safeguard locals, tourists, and the community on George Street, St. John’s, Newfoundland.

- *Integrated Milestone, Phoenix RSM, and data tape library*
- *Achieved affordable, long-term retention (6 months)*
- *Nonstop recording, at 30 FPS, using Bosch cameras*
- *Data replication and migration for quick and easy video retrieval and play back*

a new low cost data tape and can store data tapes offline for even lower total cost-of-ownership (TCO). The RNC can rest assured that there is no laborious process of video backup and video restoration that traditional single-tiered systems have.

Since the new video surveillance implementation at the RNC, potential incidents within the George Street community have been mitigated. One such incident occurred while live video was being viewed by video administrators. The staff discovered a knife had been placed on the top ledge of an ATM machine and officers were able to collect the knife before anything happened. In addition, disputes and claims have been quickly resolved that might have required a costly appearance in court. At one point a citizen claimed that he had been struck by a police vehicle. Phoenix RSM enabled a fast search for the necessary and invaluable video feed for all parties to review. It quickly showed the claim as false — case closed.



Armed with a Professional Grade Video Surveillance Solution

The RNC now has a professional grade video surveillance solution to help keep watch over George Street. It has been so successful that neighboring companies and organizations are seeking advice from the RNC Technical Services Section on how to implement their own video surveillance solution and store and manage long-term video effectively.

Data Tape
Milestone VMS
+ Phoenix RSM

Low Cost,
Long-Term Retention

Integration between the affordable and scalable data tape library storage device, Milestone XProtect with its live viewing, camera compatibility, and initial storage configuration, along with Phoenix RSM and its ability to manage video assets for long-term retention is unmatched by other video surveillance systems. “Integrating the digital data tape into a seamless video surveillance asset management solution becomes practical, as Phoenix RSM creates low resolution companion video for easy search, play back, and export,” expressed Mr. Boyer, “the video storage process is not cumbersome anymore.”

George Street has eyes of its own now — the people who live and visit there are safer and the police officers are safeguarded while they protect the community.

