



Remote Guarding Banishes Burglars

Windsor Hill Crossing | Remote Perimeter Protection

Windsor Hill Crossing, a grocery-anchored shopping center located in North Charleston, SC, has 65,000 square feet of varied retail tenants.

Challenge:

It was difficult for the overnight security officer to cover the large area. After several issues including a burglary, Windsor Hill Crossing needed a new security plan.

Solution:

The local Securitas Business Development Manager consulted with the client to understand the concerns and completed a Securitas Risk Assessment of the site. The resulting solution features:

- A new IP video surveillance system for visibility of the perimeter, parking lot and key areas.
- High definition cameras with infrared capabilities to provide unobstructed monitoring, 24/7 coverage and recorded footage.
- Intelligent video analytics to alert highly-trained Remote Guarding officers of individuals on site after hours. The officers investigate to determine if it is normal site activity or trespassers.
- Speakers that provide remote communication with individuals on site, offering an additional deterrent to potential break-ins.

Result:

This solution delivers a nearly 30% annual cost reduction compared to traditional guarding. Once the Remote Guarding officers began sending still shots and footage of incidents, the client saw the effectiveness of the system.

“We are confident this Securitas program is making troublemakers think twice about using the shopping center as a playground after hours,” says Val Nasano, the property manager for Windsor Hill Crossing. “I think it is also preventing vandalism and break-ins with the immediate response time and fast police notifications when necessary. Word is getting out. We are seeing a big improvement in the overall environment from a year ago.”

On several occasions, Remote Guarding has successfully deterred trespassers without engaging local law enforcement. Verified trespassing events trigger an automatic incident report to the client via email detailing every step of the interaction. Video confirmation of trespassers has led to two arrests, and it's believed to have prevented further occurrences of any serious issues or incidents.