

Efficient Video Alarm Management using the HeiTel EMS

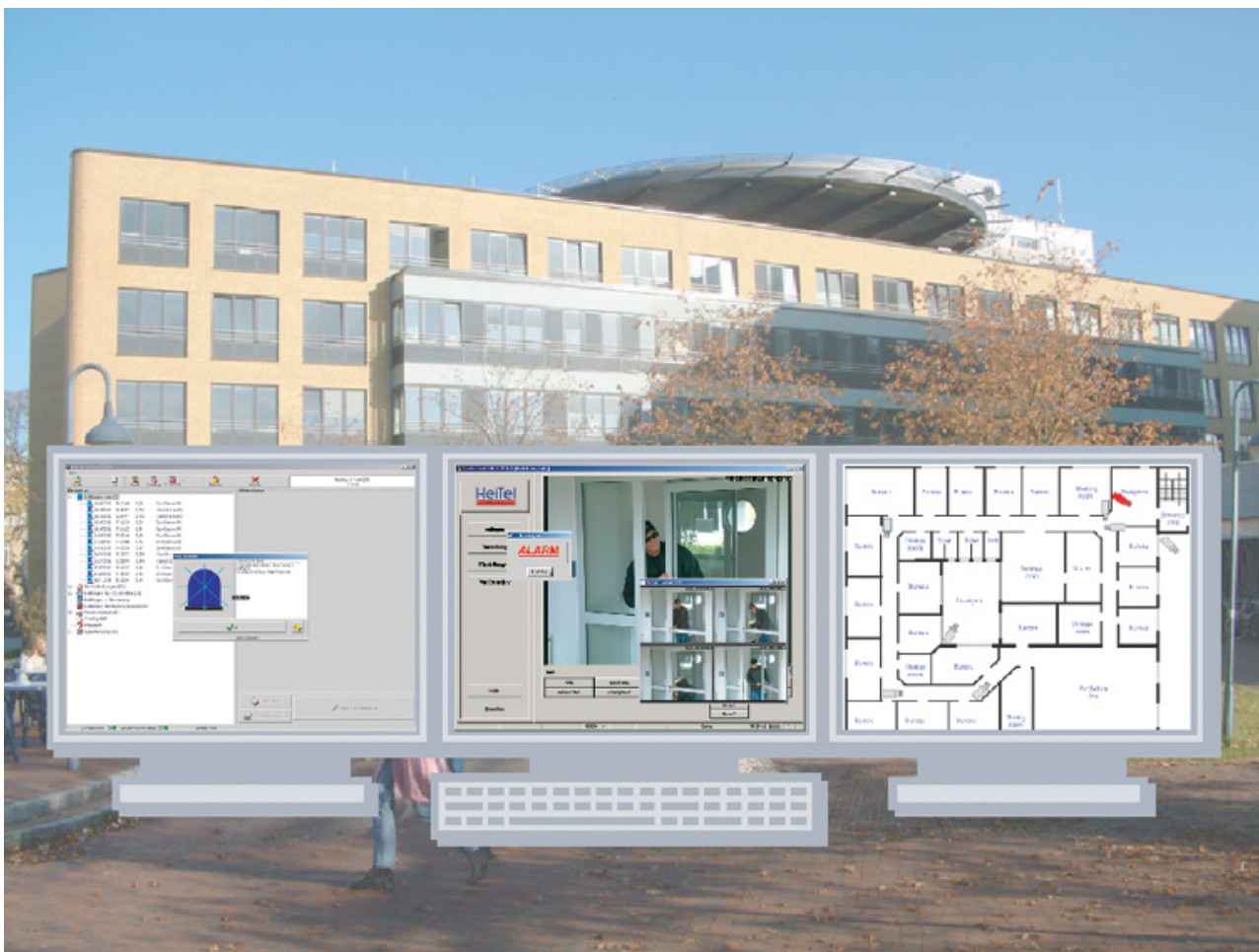
Within the background of an increasingly expanding market for CCTV and a continually increasing number of video connections, the requirements made of video alarm management in the control stations are growing.

In addition to mastering these increasing quantitative demands, new qualitative requirements are also being made in terms of functionality, system expandability and user friendliness. Last but not least, the high investment costs for the operators of control stations with video connections, as well as the protection of this investment, are decisive factors for the purchase of a video alarm management system.

The video alarm management that is required must automate operational and working processes must relieve the operating personnel and must thereby ensure a significant increase in efficiency. It must be flexible and have a modular, expandable structure to ensure that the number of workplaces and additional functionality can be continuously adjusted in steps to the changing requirements of the control station.

The software developer and hardware manufacturer HeiTel Digital Video, based in Kiel, Germany, reacts to these market requirements with their Event Management System (EMS). This stand-alone, network-based video

control station solution, comprising the EMS Server and up to nine clients, provides a video alarm management tool with dynamic alarm processing and alarm database. Up to nine physically separated transmitters (sites) can be connected simultaneously and connected via various networks to the control station. The number of managed video transmitters is unlimited. Among other things, the basic functions of the EMS system include the management of customer data i.e. site location details, transmitter details, virtual tours, alarm-specific action plans, and e-mail notification of action taken on alarm. Also included is an alarm history module with detailed search function and



integrated reporting function. Detailed reports can be produced and emailed/printed as necessary.

Many functions of the EMS are well above and beyond the classic requirements profile of a professional video monitoring station. With EMS, not only are alarm triggers and fault states reported and logged, but the status of the hardware is also monitored i.e. is the remote unit online and functioning, is it armed/disarmed according to the predefined schedule.

Calendar-controlled monitoring of operational states

As it is not sufficient for the monitoring centre to simply receive, display and log messages in a central database as to the armed/disarmed state of the equipment; the EMS also monitors the timely arrival of these messages.

After appropriate programming, the EMS „knows“ the expected time window of each site and not

only monitors for the timely switching of the armed/disarm input but also for correct maintenance of the required system states.

The HeiTel EMS has an intuitively designed GUI used for creating the time plans. The efficiency of the EMS can also be increased by additional modules.

TAPI Module

The TAPI module (Telephony Application Programming Interface), e.g. allows for connection to an existing, compatible telephone system and thereby for simplification and error reduction during telecommunication (e.g. automatic dialling).

Site Map Module

A multi-level site plan allows for targeted access to single cameras or transmitters via an interactive GUI (Graphical User Interface). With the ability to select individual remote, sites and then select specific cameras based on a “site

plan“ of the customers premises, this is a very powerful add on especially for operators who do not have an intimate knowledge as to the layout of the remotely monitored site.

Result

The HeiTel Event Management System (EMS), which has been specially tuned to the requirements profile of professional video monitoring control stations, has been used for almost two years now in both commercial video monitoring centres and private in-house video monitoring control stations. The system manager and the operators especially, value the reliability and the easy handling of the HeiTel solution.

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