

# Safe, secure and serviced

Local authorities now have a clear choice when it comes to deploying CCTV-based traffic enforcement and management solutions.

**Tim Daniels**, sales and marketing director at Videalert, explains



CCTV cameras installed for the enforcement of civil traffic contraventions are springing up everywhere. Most tenders specify service levels that must be achieved for the duration of the contract. These typically include capture rates, discards and operational up-time (running time).

Traditionally, it has been a major challenge for local authorities to determine whether suppliers are meeting these service levels, particularly when single-point solutions based on proprietary hardware and software are installed. Even the best-designed and maintained systems are vulnerable to downtime because of a simple hardware fault.

Without underlying systems that monitor every device, the first indicator of a problem occurring can often be when an operator notices a particular site has not produced anything for a few days, or monthly reports reveal the capture rate in a particular location has failed to meet expected levels. What is the impact in terms of lost productivity should a camera be non-operational for up to four weeks?


To maximise system availability, multi-level monitoring can be built into the core of every deployed system with a highly available datacentre acting as an all-seeing eye. It offers 24-hour monitoring of system health and availability. It can also be supplemented with the latest self-healing technologies to detect, diagnose and recover the majority of faults automatically, with all rebooting and recovery processes taking place without human intervention.

This enables suppliers to gather statistics for all operational systems

on a central server. Reports generated on a daily, weekly or monthly basis give a detailed history of system performance and service level attainment. The system alerts suppliers to investigate any location where automated capture-rate trend analysis shows enforcement falling below expected levels and, if required, field engineers can be booked for site visits to carry out any necessary remedial work.

Keeping your systems up to date and ensuring that the latest software is running is a tried and tested approach to further minimise downtime. This should be automatically done out of hours by suppliers as part of active support contracts that include twice-yearly site visits to clean camera lenses and check for any issues at the pole, including equipment connections.

This contrasts with the 'fire-up and forget' approach of some vendors that only carry out specific costed development projects when requested.

Local authorities can specify systems that include self-monitoring, self-diagnosing and self-reporting capabilities – or, alternatively, buy something else and hope it stays working. 



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