

## Case Study

# MEDWAY METALS PROTECTS ITS SITE WITH SECOM'S CCTV SYSTEM THE VIRTUAL GUARD RAPID RESPONSE SYSTEM DETERS POTENTIAL INTRUDERS

In these uncertain times, security has become an increasingly high priority for many businesses, particularly if they need to protect both internal and external areas of their site. However, many companies have security systems that are old, outdated or ineffective. This is one of the reasons why a leading scrap metal merchant, Medway Metals, recently asked security specialist SECOM to upgrade its CCTV system. The company was also planning to expand its local operations.

Another key driver was that the firm had experienced an attempted break-in, to which the police were called. Unfortunately, the police discovered that the images produced by the company's existing CCTV system were of poor quality and were unusable as evidence in a potential court case.

## THE SEARCH FOR A HIGH QUALITY CCTV SYSTEM

Medway Metals is an established scrap metal merchant based in Rochester, and is one of the leading companies of its kind in Medway. Founded over 20 years ago, it's a family-run business that's built a reputation for the quality of its service. The firm deals in both ferrous and non-ferrous metals and is licensed by the Environment Agency.

The company's current premises include two units and a large yard. These were previously protected by an analogue CCTV system that used low resolution cameras. The company was dissatisfied with the level of service from its existing security provider, and wanted a stronger level of security and a higher level of deterrent. It therefore decided to upgrade to a system that included high resolution cameras that would produce sharp, clear images. Medway Metals therefore asked for tenders for the new system.



## AT A GLANCE

### COMPANY

Medway Metals

### INDUSTRY

Scrap Metal Merchants

### SOLUTION

CCTV, Virtual Guard

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**DIRECTOR, MEDWAYS METAL**

Jack Medhurst

The leading proposal came from SECOM. Jack Medhurst, Medway Metals' Director, explains: "SECOM offered us the best option from all of the security providers who submitted a tender. Their proposed system gave us the security we needed but also enabled us to keep within our budget. In addition, we felt that the scalability of the solution meant that the system could grow as our operations grew."

## DEVELOPING AND EXPANDING THE SOLUTION

The plot was surveyed by SECOM's Regional Security Consultant, Steve Kench-Cannon. Subsequently, the company's Installation Team installed six high resolution cameras – three internally and three externally, plus a video recorder. SECOM's Virtual Guard system was also deployed to ensure a rapid response to any attempted incursions into the yard.

Virtual Guard uses motion sensors and speakers that can communicate with the CCTV system. If any potential intruders are detected, an alert is sent to SECOM's Alarm Receiving Centre, which is manned 24 hours a day. The highly trained operators can immediately see if there's a real threat, or if it's a false alarm. If there's a threat of intrusion, they can relay a pre-recorded message over the system or can alert the client, who can use the speakers to warn and deter the would-be intruders.

Steve Kench-Cannon explains: "This technology saves valuable time in evaluating the incident and deciding what escalation is needed. It provides Medway Metals with an early warning of any potential perimeter breaches. This means they can actually stop some incidents before they even happen. Our system also provides them with clear visual evidence for a court case if an intruder is responsible for any damage or theft."

## A SUCCESSFUL OUTCOME FROM THE OUTSET

The SECOM team installed the new solution, and tested it over a week to check there were no initial complications. Everything went very smoothly, however, and the system was completed on time. Soon after it was installed, someone tried to break into the yard – but the system worked well and the intruders were warned off and left the scene.

Medway Metals also has an open area in which metals are recycled. After the successful installation of the initial system, the company decided to have five more external cameras installed - some of which replaced older cameras on the site.

"SECOM's system has already proved to be a reliable, high quality solution that's effective in deterring intruders," says Jack Medhurst. "We've had no break-ins or losses since the system was installed. As well as the obvious cost savings involved, it's also meant that staff haven't had to spend time dealing with the after-effects of any intrusion, including processing the insurance claims."

He adds: "We're glad that we chose SECOM to install the system. Since then, they've also taken over our intruder alarm system and have made some modifications to bring it up to the necessary standards. So we're delighted to have them on board."



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