

A Case Study by NICE

Miami International Airport (MIA)



CUSTOMER NAME:

Miami International Airport (MIA)

INDUSTRY:

Airports

LOCATION:

Miami, Florida

BUSINESS NEED:

Strengthen security airport-wide to thwart crime and smuggling

SOLUTION:

NiceVision Digital Family of products: NiceVision Pro, NICE Alto. NICE video is integrated with access control system (Matrix Systems), ATM video solution and live audio-intercom

RESULTS:

Higher level of security - everything is now automated for the operator; one click for live video, access control alarm, pre-and-post recording

"We have a lot of personnel accessing the video system today," Davalos said. "Law enforcement is using it, airport personnel is using it and so is the TSA and some of the airlines. One of the biggest advantages to the system is that it is helping us mitigate a significant number of breaching situations without having to close the airport and create public alarm. If a person slips through a checkpoint without going through the detectors, we can pull up the video right away and see who it was. This has proven very helpful to us in protecting all passengers and airport visitors."

ABOUT THE CLIENT

- Camera system designed for more than 2,000 cameras across different terminals
- Dedicated and diverse security infrastructure composed of many security equipment rooms.
- Almost 2M tons of cargo of cargo handled annually (4th most among U.S. airports)
- Over 14M international passengers annually (3rd most among U.S. airports)
- Over 29M passengers annually (national and international)

THE CHALLENGE

In 1998, the findings of a government program called Operation "Ramp Rat" showed the airport had security vulnerabilities across the facility. These security gaps could have allowed for potential smuggling of illegal substances or weapons. As a result, the local government allocated \$50M to Miami International Airport for a 4-5 yearlong project designed to upgrade and strengthen security across the entire airport facility.

"We knew we wanted a complete surveillance/security system that integrated the video with audio-intercom and security access control," said Ray Davalos, Acting Building Maintenance Systems Support Manager, Miami International Airport. "This would provide us with the most sound security system possible in terms of stopping crime and ensuring safety."

To meet its specific requirements, the airport needed a system that would provide the security operator Access Control System alarm information, live video and audio, and all simultaneously at the click of the workstation mouse. For recording purposes, we new we would need a system that featured a 1:1 ratio of video and audio recording ports. At the time of this project inception, this technology was not highly available on the market.

THE SOLUTION

"We looked at many systems. Everyone had multiplex audio to video set up with one video channel corresponding with 4 or 8 different audio ports. This would not meet our needs. We developed performance specifications to force system vendors to develop the technology we needed. NICE systems, the bid winner,

was the only systems vendor who developed the technology to meet the specifications”

To meet the specifications, NICE systems provided the NICE Harmony, NICE Pro and NICE Alto. The solution has the capability to support thousands of cameras, hundreds of simultaneous users, a large distributed environment and complex integration with virtually any access control system.

The airport security system installation consisted of a highly distributed video surveillance system that monitors 24x7 and feeds the captured video into the NICE recording system for simultaneous playback and viewing in any of the airport’s monitoring locations distributed throughout the facility. The NICE system collects the feeds and transfers the video onto a dedicated network for all authorized personnel to access.

“The integrated NICE system has given us a much higher level of security across the airport,” said Davalos. Everything is now automated for the security operators – just one click gives them access to live video, audio, and the control alarm as well as view capability for pre-and-post recording footage. And now we are in the process of leveraging the system to offer security services to some of the airlines. This is helping us realize a break-even costing model.”



NICE Systems Inc.

The expert in intelligent digital video management, NiceVision maximizes the effectiveness of your security operations by enabling proactive security strategies. NiceVision products integrate real-time analysis, IP networking, recording and management to enable automatic threat detection, instant verification, event resolution and incident investigation. NICE’s comprehensive pure or hybrid IP solutions leverage sophisticated video analytics, Level of Service bandwidth management and unified management capabilities and include smart encoders, network video recording (NVR) solutions, decoders, virtual matrix (VMX) solutions, central storage servers (CSS) and video over wireless network solutions. Scalable up to thousands of cameras, NiceVision IP solutions are ideal for large distributed sites, such as transportation systems, high risk industrial sites and utilities.

In business for over 20 years, NICE has over 23,000 customers in 100 countries, including over 75 of the Fortune 100. NiceVision offers the world’s most advanced intelligent digital video solutions, which protect some of the world’s most critical assets, including international airports, central transportation hubs, critical facilities, casinos and high-security government facilities. We understand customer pain points and deliver solutions in every vertical market with our broad portfolio of scalable, cutting edge solutions. Our 24/7-support team delivers first-class service to end users and integrators. Our aggressive product roadmaps document our drive for cutting edge, innovative technology solutions, featuring open architectures for easy integration to 3rd-party products.