CASE STUDY

Improved live monitoring, investigations and evidence export

Springfield College | *USA*



Industry

- Education

Solution

- Octave Coda Video

Challenges

- Protect students, faculty, staff and visitors
- Manage network of 300 video surveillance cameras
- Ensure footage can be captured, stored, recalled and replayed

Results

- Instant improvement in live monitoring and support for day-to-day activities
- Significantly faster download speeds, plus ability to synchronize footage for evidence management
- Future-proof system for easy upgrades

Springfield College is an independent, nonprofit, coeducational institution founded in 1885. Approximately 4,100 students, including 2,500 full-time undergraduate students, study at its main campus in Springfield, Massachusetts, and at its regional campuses across the country. Known as the birthplace of basketball, Springfield College is where the sport was invented.

The Springfield College Police Department (Springfield College Public Safety) is a dedicated on-site service that strives to keep students, faculty staff, visitors, buildings and grounds safe. Its 21 sworn police officers are fully trained, and are available 24 hours a day, seven days a week. They are bolstered by community service officers (CSOs) who also patrol campus on foot, bicycle and cruiser, as well as respond to medical emergencies when needed.

An eye on the future

The backbone of the department is its dispatch center, located on Portsmouth Street, where a six-strong team responds to calls from the 26 blue light emergency phones located around campus, as well as 911 calls that are forwarded to the center. A network of 300 video surveillance cameras situated indoors and outdoors provides dispatchers and officers with visibility of the campus. These cameras enable the team to monitor areas and view situations in real time to coordinate appropriate response. The camera system is managed and operated through a video management software (VMS) system.

The college has been an Octave customer for 15 years. Until recently it was operating Ocularis VMS, which had proven to be a sturdy and reliable platform to manage its cameras, as well as ensure video footage could be captured, stored, recalled and replayed by detectives as part of their investigations and evidence gathering process.

However, with an eye on the future, Joseph P. Tiraboschi, the chief of police and executive director of public safety at the Springfield College Police Department, decided to upgrade the VMS as part of a wider long-term project to harness the advances in surveillance and security systems technology.

"Octave Coda Video makes all of our lives easier, when monitoring and responding to an active threat, as well as post incident investigation and evidence sharing."

Joseph P. Tiraboschi
Chief of Police and Executive Director of Public Safety

Springfield College Police Department

Upgrading leads to instant improvement

A review of the systems currently available on the market validated Springfield College's decision to evolve its longstanding relationship with Octave and upgrade to its next-generation enterprise-class VMS – Octave Coda Video (formerly HxGN dC3 Video).

The process of switching to Coda Video is simple. Additionally, organizations such as Springfield College that are migrating from Ocularis can take advantage of a powerful upgrade tool, which automates much of the transition process, transferring users, groups, permissions, and views from the existing system to Coda Video.

The video system is central to the dispatch center's operations, whether using a live video feed to coordinate a response to a road traffic incident or monitoring suspicious activity on campus.

Tiraboschi observed, "By upgrading from Ocularis to Coda Video we realized an instant improvement in the ability of our surveillance system to support day-to-day activities of our dispatchers, officers and CSOs to be more effective in their police work."

He continued, "It is quicker for us to share video footage with Springfield Police, the Massachusetts State Police and the District Attorney's Office. Files that previously took several hours to download can be available on a portable drive within 20 minutes.

What's more, since the upgrade to Coda Video the department has extended the period it stores video footage on its two locally hosted servers from 14 days to 21 days. However, it isn't only the speed of the download that has improved the evidence management process.Tiraboschi added,



"We can now synchronize footage across multiple cameras in one single high-quality video, so the district attorney and court system have just one file to review, all the way through to trial."

Future-proof system

With Coda Video providing Springfield College a future-proof system, the next phase of the project will see it taking advantage of new features within the system, as well as new improvements in camera technology.

Tiraboschi added, "We are looking at geo-locating our cameras on an interactive map, so that during an incident or investigation, we can quickly lasso an area and instantly be presented with the relevant footage from the cameras in the vicinity."

The college is also planning to upgrade to higher quality cameras, enabling it to operate and maintain fewer cameras, expand the areas being monitored and take advantage of new intelligent analytics capabilities.

Tiraboschi concluded, "Octave Coda Video makes all of our lives easier, when monitoring and responding to an active threat, as well as post incident investigation and evidence sharing."

About Octave

Octave is a leader in enterprise software, turning data into decisive action and intelligence into your edge. Our software solves for and simplifies complexity, from the design and build to operations and protection of people, property and assets – for any scope, at any scale. For decades, we've partnered with customers to sharpen performance, elevate efficiency and amplify results. From factory floors to entire cities, our solutions are tuned to scale up what's possible from day one onward.

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