

CASE STUDY

SIERRA WIRELESS

AirLink™ Products

Crime Point

Crime Point, Inc., has been serving the law enforcement community since 2000 by providing practical and versatile surveillance equipment to enhance criminal investigations and tactical operations using the latest emerging technologies. Based in Southern California, the company has an established customer base of local, state and federal law enforcement agencies on the West coast, and is expanding to a national presence with sales in the Mid-West and East coast.

Business Challenge

The unique nature of covert law enforcement systems creates multiple challenges, including marketing equipment that is not available to the general public or even promoted to the entire law enforcement community. Deployment issues also present technical and design problems; factors ranging from lighting, covert housings, excessive heat and vibration typically reducing the reliability of off-the-shelf products.

“Normal surveillance solutions are pretty straightforward,” said Dan McLeod, president of Crime Point. “Manufacturing reliable systems for the law enforcement environment and providing the capabilities required by different applications of field surveillance, however, can be extremely challenging.”



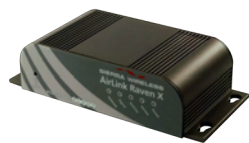
Dissatisfied with the limited range and reliability of traditional line-of-sight remote control systems, many officers still observe a location by the age-old surveillance technique of parking down the street with binoculars. Frequent drive-bys of suspect locations by surveillance officers are necessary to determine suspect identity or activity, potentially compromising the investigation and increasing the risk of confrontation with suspects.

Already a recognized innovator with its digital, encrypted non-linear remote control systems, Crime Point was one of the first in its field to integrate its rugged, portable video systems with cellular-based technology. Rapidly expanding high-speed cellular networks enable centralized access allowing multiple officers to remotely monitor surveillance locations simultaneously. Standard capabilities in Crime Point's remote security systems include camera control and the ability to send video clips as email alerts. Their engineering support team offers sophisticated enhancements such as the remote selection and re-positioning of cameras and customized system control.

To implement a mobile solution, Crime Point and their customers needed a highly reliable device that could provide dependable data relay, remote status and upgrade capability. In addition, the wireless device selected had to meet the redundancy and ruggedness requirements for difficult and varied surveillance operations, and include high quality product support and remote management capabilities.

Sierra Wireless AirLink™ Solution

With the guidance and support of Get Wireless, a value-added distributor of cellular based solutions, Crime Point selected the Sierra Wireless AirLink Raven X intelligent gateway to help address the tricky surveillance challenges. The rugged, commercial quality design and operating parameters of the AirLink Raven X have earned the unit high marks for dependability and performance. The Raven X features a high-speed Ethernet interface and 3G-optimized architecture, as well as ALEOS™, the feature rich embedded intelligence available only on the Sierra Wireless line of AirLink devices, which enables remote configuration, packet-level diagnostics and reliable network session persistence. Coupled with the AceWare™ line of remote management tools, ALEOS simplifies installation, deployment and remote management of any wireless implementation. Though Crime Point tried other solutions, none matched the AirLink device's data transfer speed, broad operating specification envelope, or remote management capabilities.



Powered By: 

As cellular providers have increased digital coverage area and capacity, Crime Point's camera systems built around the AirLink Raven X have significantly expanded the productivity and safety of investigators. Remote monitoring allows officers to observe suspects from anywhere and send notifications to field officers when there is activity. A single officer can monitor several locations, or multiple officers can monitor a single location, and provide up-to-date tactical information to officers preparing to take action, such as confirming the presence of a suspect before serving a search warrant. The 3G data performance offered by the Raven X solution enables tactical field units to send live video to operations commanders prior to and during response procedures, saving precious time while the situation is evaluated and resources coordinated for safe, well-planned responses.

One California law enforcement agency, based in the Inland Empire area, had Crime Point build its solution into a covert surveillance vehicle, which can be strategically parked and used for monitoring and recording activity at suspicious residences and during undercover operations. The flexible nature of the wireless solution, enables it to be transported from the vehicle to a building for longer-term investigations. Furthermore, by leveraging motion sensors to detect activity, the agency is able to minimize data traffic by only collecting video over the air when activity occurs.

Prior to enlisting the Crime Point solution seven months ago, the agency had depended on short-range systems with a quarter mile, line-of-sight limited access. Now, instead of having just one officer monitor the surveillance equipment on-site, the Inland Empire agency can have as many officers monitoring equipment as there are laptops in the field.

CASE STUDY: Crime Point

Sierra Wireless Solution, continued

One detective at the Inland Empire agency listed simplicity and dependability as the most noticeable surveillance improvements. The detective also noted that the electronic advancements have reduced overall equipment needs and have drastically cut the agency's costs of operation. The agency has already purchased a second Crime Point/Raven X solution for in-vehicle use and will continue to count on Crime Point as the agency's needs expand.

"With equipment getting smaller and its functionality more versatile, pretty soon we'll be able to put these surveillance components absolutely anywhere we want," said the detective. "And it's simple enough where a bunch of cops who can barely turn on a VCR are able to monitor the equipment remotely."



Another large Southern California coastal law enforcement agency is using the Crime Point wireless solution in both water and land-based surveillance. Because of the portability of the wireless camera, the agency has used the solution in countless applications - from monitoring a massage parlor suspected of prostitution by placing the camera in a nearby parked car to placing the solution in derelict vessels along the harbor to survey for cargo theft, drug trafficking and potential terrorist activity.

Because the cameras can be monitored remotely with the Raven X solution, officers remain safe and unexposed by monitoring activity from their homes, vehicles or office instead of surveying live from unmarked cars or by trying to inconspicuously board vessels. Before deploying the wireless solution eight months ago, the coastal public safety organization used significantly more resources - both cars and officers - to undergo a surveillance mission, and the agency already sees a cost savings simply from reducing the amount of overtime previously required by officers.

In addition to the safety, cost reduction and control benefits provided, the Crime Point solution with its Raven X wireless connectivity device also offers greater uptime than a hardwired solution. "If there was a Homeland Security threat - an explosion or other terrorist attack - that downed our communication wires, we would be blown out of the water," explained a detective from the Southland agency. "We know we can stay up and running with wireless."

Results

Since Crime Point introduced its mobile Internet line, currently in use by local, state and federal agencies, it has seen a steady increase in orders. The company already includes the Raven X as an option in most of its surveillance products, from indoor and outdoor camera systems to in-vehicle solutions, and has committed to building out its entire product line around the remote cellular system. Crime Point has solutions running on cellular networks and has the ability to integrate with other local carriers as necessary.

Crime Point's IP camera surveillance system with Sierra Wireless' AirLink Raven X intelligent wireless gateway provides the law enforcement market with:

- Portability - Utilization of wireless cellular connectivity fulfills need to move and re-use temporary indoor and outdoor digital video surveillance systems
- Reliability & real-time monitoring - ALEOS embedded intelligence, coupled with AceWare remote management tools enable comprehensive remote configuration, packet-level diagnostics and dependable network session persistence
- Stealth - Small form factor and remote monitoring and control capabilities prevents risk of visual contact or counter-surveillance from suspects
- Cost & time savings - Ability to work over pervasive cellular networks eliminates need for long and costly landline installation or private wireless network set-up
- Remote access - Ability to survey and control solution from multiple, remote locations enables comprehensive digital video surveillance over the Internet, ensuring the safety of officers and detectives.

Sierra Wireless - Connecting people and systems to mobile broadband networks around the world

Sierra Wireless modems and software connect people all over the world with mobile broadband networks that keep them in touch, informed, and productive from wherever they need to be. The Company offers a diverse product portfolio addressing enterprise, consumer, original equipment manufacturer, machine-to-machine, and specialized vertical industry markets. Sierra Wireless also provides professional services to customers requiring expertise in wireless design, integration, and carrier certification. For more information, please visit our website, www.sierrawireless.com



For More Information:

PHONE +1 510 624 4200

FAX +1 510 624 4299

EMAIL MobileandM2MSales@sierrawireless.com

WWW.SIERRAWIRELESS.COM