



CASE STUDY

altusomni Dispatch

Connecting Mall Security All Across The USA

Case Study

Overview

Next Generation Dispatch

A leading security and facility services company in North America provide specialized retail security to more than 1,000 shopping centers. Every day, over 200,000 of their professionals head to work prepared to secure and care for the people and businesses in their communities.

They company is also entrusted with security of one of the largest retail real-estate investment trust in the USA to ensure tenant and shopper security at all times across all of their 70+ sites all across the USA.



People are really amazed [...] when we show them the map of our properties, that we can talk to all properties across the nation in real-time [...] from our Central Operations Center.

Center Executive Director (retd.)

Upgrading

A seamless transition

Given the scale of the malls property portfolio across nearly 40 US states, including regional malls and premium outlets scattered all across the country, it's no surprise that the security company relies on a tried and proven dispatch system to manage communications, especially in mission-critical scenarios where health and safety of patrons is at risk.

Customer Profile

Large Security Company

Application

Efficient upgrade of DX System to altusomni

Business Benefits

- Quick & efficient upgrade
- Costs minimized by use of existing hardware
- Minimal operator retraining
- Improved productivity of dispatch staff
- Connecting 70+ sites
- Comprehensive reporting capabilities

Products Used

altusomni Digital Radio Management System
Alto



 www.omnitronicsworld.com
 sales@omnitronicsworld.com

altusomni Radio System

Easy to Use

Touchscreen interface with a configurable layout.

Scalable

100+ operators and 200+ radio channels simultaneously

Reporting

Sophisticated reporting and analytics



Interoperability

Interconnect people, protocols, technologies & manufacturers

Interfaces

Phone, paging, SIP PABX

Location Services

Geofencing, alarms, playback

Challenge

Efficient Upgrade

The **altusomni** system was chosen as a replacement of an existing Omnitronics DX-Altus system at the site, and will expand capacity from 8 operator positions to 32, and from 32 radio channels (properties) to 72. The system also has reporting and API functionality thanks to the **altusomni** reporting server installed alongside.

The property trust are continuing to expand their mall portfolio and so is their security company, who are adding an additional operator room and quadrupling the number of operator stations. Their state of the art Central Operations Centre connects their fleet of MotoTRBO and analog radios all across the country, from Florida to California and everywhere in between.

“The {70+} properties are scattered all across the country and beyond. People are really amazed [...] when we show them the map of our properties, that we can talk to all properties across the nation in real-time on the radio from our Central Operations Center”, adds the center’s Executive Director (retd.).

Solution

Real-Time Analytics & Reporting

The upgrade to **altusomni** was not only necessary to increase the number of channels / properties, but it also gives security additional comprehensive business analytics to, among other metrics, view system and operator workloads in real time.

This information is available on supervisor screens and can also be displayed on wall-mounted screens and dashboards in real-time.

Channel change capability is used to extend audio communications beyond security channels to include housekeeping, maintenance, management, talk around, emergency, facilities, marketing, mall management and more, making this system more than a security communications tool with added business intelligence, intelligence sharing and general communications supporting local mall operations.

Conclusion

An Impressive Setup

“ [...] when we get tours from high level people from Homeland Security, the FBI, the Military, Police Department coming to our facility, [...] watching all those property names {across the country} flash, they are all really amazed at all the different components that we have available to us,” their Executive Director (retd.) adds.

The UL Life Safety Certification of the system includes redundancy and other critical components to guarantee the properties are security managed, plus additional ones across CCTV and alarms, bringing the total malls portfolio up to 200+.

The mall owners and security operators can rest assured that the state-of-the art **altusomni** dispatch system will serve them well in managing communications across the country whilst providing vital business insights to streamline operations.