



Challenges

- Training employees on dozens of new and existing security systems
- Checking the health of system devices manually
- Retaining existing systems until new systems could be purchased
- Obtaining support from other internal organizations

Why Surveillint

- Train employees on a single command and control solution
- Monitor health of all systems and devices on network
- Leverage existing systems by integrating into command center
- Wide acceptance by IT and other stakeholders

Results

- Operators trained in 2 days versus weeks
- Network health monitoring prevented equipment lapses and eliminated tedious duties
- More than a dozen new and existing subsystems integrated for above, at and below-water level security
- Quick stakeholder approval and short deployment time saved Port significant time and money

PORT OF LONG BEACH

In 2005, the Port of Long Beach (“the Port”) embarked upon a mission to have the most comprehensive, innovative and integrated security environment for the Port and its surroundings—above, at and below sea level. This environment needed to help the Port mitigate risk and enforce compliance by creating overall domain awareness. Because of the Port’s role as a major maritime facility, it believed that creating domain awareness was much more than just a security mission. This project would significantly impact the Port’s overall business, partnerships, supply chain components and even surrounding businesses.

The Port of Long Beach is the second busiest port in the U.S. It produces 30,000 regional jobs, manages more than \$140B in cargo annually and encompasses 3,200 land acres, 10 piers, 80 berths and 71 cranes. On average, the Port handles each day the equivalent of 19,900 20-foot containers with 5,300 vessels calling on the Port each year. In order to have successful domain awareness, extensive planning and negotiating would be required from both internal and external stakeholders.

The obstacles faced in this project were enormous. First, the training requirements alone were overwhelming. The Port was concerned how each individual system would be monitored since the staff was inexperienced with many of the systems. Second, another major concern was the unknown labor involvement and cost associated with manually checking unresponsive system devices. Third, the security environment would need to leverage existing systems until budget and time allowed for new technology purchases. Finally, the project required complete cooperation from other internal organizations, like information technology (IT) and information management (IM), that would also be impacted.

Out of 21 applications, the Port chose Surveillint™ by Proximex™ as the command and control center solution. Surveillint won for several reasons including its open architecture, robust integrations, flexibility, COTS (commercial off-the-shelf) support, easy-to-use interface and easy reporting capabilities.

Below-Water and At-Water-Level Security

- Fiber optic network connects every security system to Surveillint in command and control center
- Surveillint supports best-in-breed sonar, radar and other domain awareness solutions to comply with government regulations



Surveillint integrates Port-specific systems, including the Port's own AM radio station.

"Surveillint gave us the flexibility to add state-of-the art systems on our own time table."

—Mike McMullen, Lead Project Manager,
Port of Long Beach

PHASE I: SURVEILLINT AND SYSTEM INTEGRATION IN NEW COMMAND CENTER

The Port's security mission was implemented in two phases. Phase I included the construction of a \$21M, 25,000 square foot state-of-the-art command-and-control center. It also oversaw the integration of the Port's initial security systems (a combination of new and existing subsystems) including Verint's Nextiva video management system and iView Systems' security business solutions and dispatch software.

For Phase I, Surveillint easily integrated all new and existing subsystems into one centralized environment so all systems could be monitored from one interface. Operators were trained only on Surveillint, saving significant time and money.

PHASE II: COMPREHENSIVE AND INNOVATIVE SECURITY ENVIRONMENT

The Port then implemented Phase II of its security mission. This phase also centered on Surveillint as the core platform to continue the integration of innovative security subsystems into its command and control center. Phase II comprised both physical security and port-specific subsystem integrations.

Phase II commenced with 35 miles (144 strands) of fiber optic cable installed in the ground and underwater throughout the Port's 18 square miles. Prior to the fiber optic network installation, security systems were either connected to the command center wirelessly or not at all. Some wireless connections were licensed while others were not and both were plagued with interference problems that led to security risks. With Phase II, every security system now connects to Surveillint through the secure high speed fiber optic network, providing much improved reliability and security.

The Port then installed Orion Network Monitoring Software tools to provide real-time data regarding the health of all security systems. This solution feeds into Surveillint which continually monitors thousands of different alarm points across the network for alerts such as bandwidth utilization, device availability, internal system statistics (like heat and fan speeds) and software configurations. Any device that fails to perform because of power outage, tampering, etc. is automatically detected by Surveillint which then alerts operators for further investigation.

Under-Water Security

The fiber optic network provided reliable high-capacity data service throughout the Port's domain so underwater sonar technologies could be installed at crucial locations. The Kongsberg Sonar Solution provides military grade sonar detection and analytics to enhance underwater surveillance while meeting the State of California's strict environmental regulations for sea mammals. The Kongsbergs solution can quickly and easily determine the difference between objects such as marine mammals and submersible vehicles. When an alarm triggers, details and tracks are fed into Surveillint to provide operators with intelligent information for response.

At-Water Security

To boost the Port's security at the water level, its radar solution was expanded with the SSR/Radar System to add vessel tracking. Because the Port is part of the California Tidelands Trust, small boats and personal watercraft are allowed anywhere in the Port's domain, yet these vessels are not required to have transponders aboard. This vessel tracking technology provides real-time awareness of craft locations, especially if they venture into highly secured areas. The entire radar solution is integrated with Surveillint so operators can identify and track small crafts using video feeds.

To continue its security coverage at water level, the Port installed the Blue Force Tracking solution which gives real-time domain awareness of all Port security assets below, on or above water. Because the Blue Force Tracking solution is integrated into Surveillint, operators can visualize on a map the location of all assets in real-time, then immediately contact personnel to confirm availability and dispatch instructions.

Above-Water Security

For "above water level" critical infrastructure security, Avigilon 16 megapixel cameras were installed to provide surveillance for a highly trafficked bridge. These special cameras offer multiple smaller views from one larger camera and the 360-degree view gives better video coverage with fewer cameras. As with the other systems, the Avigilon megapixel cameras are integrated into Surveillint so alerts may be connected and correlated with information from other security subsystems.

Fortunately, the Port was able to expand its port-wide video surveillance system with 100+ existing CCTV cameras owned and operated by other Port tenants. Here, Surveillint is used as a centralized solution to integrate the third-party video feeds into the Port's command and control center. This saved the Port significant time and money by leveraging the video infrastructure and assets of other tenants.

The Port also expanded its automated visitor management system so visitors can obtain their own badges. With Surveillint, this new system gives the command center immediate notification when anyone obtains a badge and approves visitors before entry.

The Port then installed iTrack, a new CAD system to help operators better manage the Port's security assets and respond to incidents. The Port wanted simple and easy communication between dispatchers and security analysts monitoring Surveillint, so both systems were integrated to easily exchange incident data and pull reports.

The Port-owned AM radio station gives visitors and personnel information and instructions in case of an emergency event. The station is now integrated with Surveillint, so operators at the command center can use Surveillint to deliver important messages through the radio station. In the case of a road closure or traffic accident, routing information can be quickly modified using Surveillint and delivered via the AM radio system. Now, Port operators can alert the entire community about key incidents through a commonly available medium.



The Port integrated best of breed video surveillance cameras with Surveillint. Now video alerts can be connected and correlated with other subsystem information.

Above-Water-Level Security

- Installed 16 megapixel cameras to secure highly trafficked bridge
- Added 100+ existing CCTV cameras owned and operated by other Port tenants
- Integrated AM radio station and mass notification solution with Surveillint to send important messages via both systems simultaneously.



The Port's vision for securing its environment included integrating state-of-the-art systems and technologies with just one solution, Surveillint.

"Surveillint was the clear choice for this extensive project. It not only allowed us to integrate our systems efficiently and effectively, but saved us considerable time and money for installation and deployment."

—Mike McMullen, Lead Project Manager,
Port of Long Beach

The AM radio station is also connected to the Port's new mass notification system. This PA system notifies and instructs everyone within its boundaries of important events, such as a tsunami warning. This system will soon be integrated with Surveillint so operators can use the mass notification system just like the AM radio station and send important messages to both systems simultaneously. The integration of Surveillint and the new mass notification system will complete all of the objectives outlined for Phase II and help the Port meet its goal of having the most comprehensive, innovative and integrated security environment possible.

SECURITY MANAGEMENT MODEL RETURN ON INVESTMENT (ROI)

While the Port's vision for securing its environment included state-of-the-art systems and technologies and extremely knowledgeable integrators, it relied on Surveillint to make it all work together efficiently and effectively. Surveillint allowed many new and innovative security systems and technologies to be integrated with existing systems and deployed in a relatively short amount of time. New systems and technologies can also be added as time and budget allow. The Port believes that it has already saved significantly in installation and deployment time and money by choosing Surveillint for its command and control solution.

In addition, Surveillint's ability to monitor the health of each device on the security network provides additional savings by preventing equipment lapses and eliminating tedious personnel duties.

Finally, Surveillint saved the Port significant time and money on operator training. Prior to implementing Surveillint, operators were trained for 2 to 3 days per system. With the deployment of Surveillint, users need just 2 days of instruction on using Surveillint with specific Port procedures. Instead of training operators on subsystems, the Port now spends more time preparing personnel about the rest of the complex environment that is the Port of Long Beach. The time saved training operators on subsystems allows the Port to allot more time preparing personnel about the rest of the complex environment that is the Port of Long Beach.

All of these benefits and cost savings came to the Port through just one solution, Surveillint. If you would like to know how Surveillint can benefit your organization, please contact us at sales@proximex.com.



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