



Remote Eyes: The Right Security Solution for Protecting Multi-Family Communities

Overview: Multiple Properties, Multiple Needs

Robert O’Conor faced a challenge. And it wasn’t with his business growth because business was booming.

As head of security for Edgewood Management Corporation, O’Conor’s concern centered on property protection. Edgewood is one of the fastest growing property management firms for multi-family communities in the nation. And with a total of 150 properties, O’Conor manages numerous communities, each with its own set of property protection needs.

The Need: Flexible Surveillance

Edgewood needed a digital video security system that was flexible enough to allow Edgewood to monitor numerous properties simultaneously – and remotely – helping Edgewood take its security program to the next level. Edgewood was searching for the right technology that would give him immediate access to hundreds of cameras, while also giving him the flexibility to easily view multiple properties as needed. In addition, Edgewood wanted a viewing platform that was easy to use and would enable direct control from the computer screen. As O’Conor explains, “We were looking for something that would serve as a management tool and provide real value-add.”

Unfortunately, Edgewood found that “most of the products available don’t handle multiple sites at once.” Mike Pruner, who leads Commercial Security Systems, Inc., Edgewood’s systems integrator, concurs. He adds that it’s also important for captured data to be provided in a tamper-proof format that can be used for investigative purposes if needed – a feature that not all digital video recording solutions include.

The Solution: Remote Eyes

The good news is that Edgewood found what it was looking for in Remote Eyes[®], a cutting edge digital video solution delivered by Odyssey Technologies.

Remote Eyes, offering a unique composite view capability, provides a robust platform that easily ties together existing cameras. Remote Eyes enables simultaneous, real-time monitoring via a variety of flexible, easy to use viewing options – from any desired location. Its intuitive nature also gives the user an easy and thorough means of reviewing videos to ensure accurate verification of what occurred. In addition, Remote Eyes recorded data is protected through proprietary encoding, ensuring an investigator-friendly format that will stand up in court.

Edgewood currently utilizes Remote Eyes for more than a dozen properties in the Washington, DC area – with plans to add other properties.

“With Remote Eyes, we can toggle and mix views of multiple camera locations as needed, whether or not they’re located on the same property,” explains O’Conor. “Remote Eyes has helped us manage our properties more effectively than ever before.”

Edgewood uses Remote Eyes to monitor a wide variety of activities from those involving potential security breaches to property contractor jobs. “For example, we recently caught an instance of car theft on tape,” explains O’Conor. “At the same time, we’re able to keep track of what our contractors are doing to ensure that they’re here when they say they are and completing work in a timely and correct manner.”

Why Remote Eyes?

“Nobody does it like Remote Eyes,” says O’Conor. “We recently attended a leading security conference and saw about a thousand vendors – and no-one had a solution that even came close.”

“The fact that they enable views of multiple locations is one of the biggest reasons we selected Remote Eyes,” adds Pruner. “With most of the systems that are out there - you can watch only one site at a time. And because it is server based - it can hold a lot more information at a better quality than most other products.” Pruner also highlights the team’s commitment to utilizing the latest technology advances available. “They are always on the cutting edge of technology,” he says, “ensuring that nothing is outdated.”

In addition, O’Conor stresses the importance of good customer service and commends the Odyssey Technologies team for being “completely customer focused – always going out of their way to meet our needs.”

Results: Like Nothing Else

“Security is our top priority,” says O’Conor. “And since we started using Remote Eyes, we’ve seen a huge improvement, with a 50 percent reduction in police calls from residents, and we’ve been able to better help law enforcement as well.”

“In addition, Remote Eyes has helped property managers supervise their respective communities much more effectively,” says O’Conor. “For example, they can quickly see if snow removal team members show up on time while simultaneously monitoring areas at a high-risk for property damage, such as laundry rooms.”

Remote Eyes has also helped Edgewood run its business more efficiently. “We have reduced costs by as much as two thirds on some of our properties,” explains O’Conor. “If you look at the expense for Remote Eyes vs. a security guard you can easily see where the cost savings add up. And Remote Eyes is an extremely good price for the value.”

The Edgewood team has finally found the technology expertise and flexibility they needed to significantly strengthen their property management processes and help keep their communities secure. Business goes on – even better than before.

For more information about Commercial Security Systems Inc. visit www.comsec.biz

For more information about Remote Eyes, visit www.remoteeyes.com or call 888-291-6379.