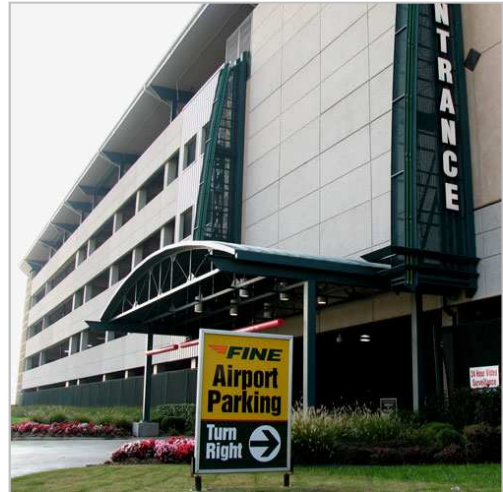


Fine Airport Parking pampers customers and ensures top security with Milestone IP video and LPR from SecureNet

“It all integrates together and rides on the network setup. Part of the reason for us bringing in all of this new technology with Milestone and the network platform, is to be able to centrally and remotely manage new parking facilities in other geographical locations. This approach would work for all our business systems: phones, facility management software, the security, and more.”

– Scott Glanz, Director of Operations, Fine Airport Parking

The Challenge: Fine Airport Parking is a busy facility with the highest standards for customer service, widespread buildings and lots, and multiple offerings to oversee. Round-the-clock traffic, customers and personnel must be monitored for both safety and security concerns. Operations including valets, shuttles, carwash and auto detail demand close management.



The Solution: Milestone XProtect™ Enterprise IP video management software manages a mix of more than 130 network cameras from Axis and Arecont. Four Dell 2950 servers and 3 NAS RAID-5 units provide more than 30 TB of storage for 24/7 recording. The network infrastructure covers the main building and adjacent lots on a dedicated LAN, with a wireless setup for an economy-priced covered parking structure across the street.

The Advantages: Fine now has a future-proof network platform for all their business systems, able to integrate their best-of-breed security solutions with their facility management, ticketing and customer accounts. The Milestone open platform integrates with LPR and other analytics in future like RFID readers on customers’ cars. The clear images from megapixel cameras provides solid proof on damage claims, saving Fine thousands on the bottom line. The system’s scalability and central administration with remote access will easily roll out to include new locations in other states as the business continues to expand.



Fine Airport Parking in Tulsa, Oklahoma, is much more than just parking. Covering 10 acres it provides capacity for over 2,000 indoor and outdoor parking spaces with four huge parking lots surrounding a 5-story main building of 300,000 square feet.

For 25 years Fine has been the safest way to park with a quick 1-minute shuttle ride to the international airport. Fine also offers a wide array of amenities including valet parking, carwash, wax, auto detail, oil and lube - even free popcorn and beverages. Fine Airport Parking really knows how to pamper customers.

The Fine experience is the equivalent of a 7-star hotel for your car with customer service that’s beyond compare. The mayor of Tulsa brings her car here to be detailed, even if she’s not travelling. For those who are, it can be the best part of the trip to return to the friendly drivers who assist with your bags and take you right to your shiny, clean car to get home again.



CUSTOMER SUCCESS STORY

"It's a work in progress since we started this business in 1983 with only 5 or 6 acres, doing self-park and valet parking. It's been my personality to always try to spoil the customer and give them more – to exceed their expectations. We look for new ways to serve, and do more than has been done in this industry to keep people happy," states Mike Fine, President of Fine Airport Parking. "This airport handles about 3 million passengers a year, and our business has grown along with our service offerings. In Oklahoma, especially during summer, you get a lot of bugs on your windshield and dust blowing across the plains! So the carwash and auto detailing is very popular."



Fine chooses only the best for running their business, from hiring the top detailer in the country to using the most advanced surveillance system to ensure people safety and security for the cars entrusted to their care. According to the latest Tulsa police records, Fine is the safest place for airport parking. Over 130 security cameras constantly monitor the facility for any suspicious activity. The main garage is a well-lit facility to give comfort and confidence as customers walk to and from their vehicles, and drivers pick up and deliver customers between their cars in the lots and the shuttle bus stop. Fine employees are on site 24 hours a day, seven days a week.



"People are willing to pay for safety, and not just for their cars. Women travelers especially have strong concerns when it comes to parking lots. It is all about comfort levels and personal safety, so the security is really priceless," says Mike Fine.

Throughout the entire facility, implementation partner SecureNet has installed racks with Power Over Ethernet (POE) switches and UPS setups so if the power goes down in a storm, Fine does not lose their surveillance. All the lights are ensured by back-up generators, as well.

Convenience services need extra monitoring

Fine Airport Parking is constantly upgrading the facility and services, for example, expanding from basic wash and wax to auto re-conditioning that makes cars look like new again. They handle about 700 vehicles a month in detailing.

"No matter how bad a person's travel might have been, it ends with a good experience when they can pick up their car that's been renewed in mint condition while they were away," smiles Scott Glanz, Director of Operations at Fine Airport Parking. "We'll find other convenience services to offer in future, too."

Fine has run two shifts and are expanding with a night shift. They are very busy with about 100 employees, 19,000 transactions per month, and the average client staying for three days.

"We take 100% responsibility if the auto is valet parked, and cars can be moved multiple times with the different services provided. That's a lot of liability for us to manage and keep



reduced. About 75% of our business is self-parking which entails other liability issues. Fine has built its reputation on taking care of the customer, so we need to be able to resolve everything. We can see employees' work and quality levels, how they interact with customers, training new staff in real-life situations. The Milestone system makes a difference for us in all of this," says Scott Glanz.



"Fine's management can see the cars going all the way through the whole facility to be sure they are being handled properly by the employees - customers know their cars are really being babied," explains Mike Dunn, Regional Manager at SecureNet.

Being able to see and document the quality and state of each car's finish is important in their business - both for ensuring the best work possible for ultimate customer service but also for handling claims. The carwash area alone has surveillance cameras installed from every angle, and the megapixel models show every detail in total clarity.

Video with audio saves on claims, improves customer service

"This system is great: it gives us the ability to keep everyone honest. We protect the customers' cars from anyone on the outside or from our staff making a mistake, and also can discern who's telling the truth if a customer makes a claim," comments Mike Fine. "People see their cars in a new light once they've been detailed - the refurbished finish can show a ding they did not notice before: 99% of most damage on the cars is pre-existing, and now we can show them with the video history."

At the customer service areas the cameras also include microphones to resolve disputes that may arise. When customers have been travelling all day, there can be crankiness and misunderstandings. In the past, Fine had paid up to \$70,000 some months to pay damage claims because there was no proof. Now there is, with the clear and detailed video of each car's condition upon arrival and departure.



Likewise, employee behavior, service and response to customers can be managed better with the video as proof or as a training tool. This teaching aspect is also good for safety matters, improving procedures like reminding staff not to talk on cell phones or not to forget to wear seatbelts while parking cars.

Glanz adds: "We are very customer oriented. They are always in a hurry to make flights or get home; the last thing they want is to have to wait for their car. A client can start berating employees - nine times out of ten at the cashier stand. With the combined audio and video we're able to listen in Milestone to witness what's going on and how our people are handling the situations. I want to see what happened to resolve it."



Surveillance software can send alerts



A train running between two of the outdoor parking areas presented potential access on its path from the street - a security challenge easily handled by SecureNet installing a camera on the train track gate between the lots. This is triggered by Milestone XProtect Matrix on any motion at that spot to make the image pop up on the monitoring screens in the offices, alerting to a possible danger or security breach for fast response.

The cameras by the shuttle bus stops monitor for such issues as people who may trip and fall or drop baggage, if there are altercations with someone taking a laptop, or other matters that arise with heavy passenger traffic. In this area there is a mini golf putting green and a basketball hoop for promotions to get free parking, so extra cameras were put up there to document the winners.

Cameras cover elevators, stairwells, and different lobbies for valet versus self-parking facilities, with the latter in the building where the management offices are located. In the money counting area, an Axis 212 camera has 360 degree visibility to ensure management there are no blind spots for checking this critical activity.



Wireless installation for wider geography

A one-story building for covered parking at a lower rate across the street has a wireless surveillance setup that was less expensive to install than running fiber network wiring under the road and train tracks.

"Because we went with the IP approach, we were able to create a wireless network out there. We can also add intercoms for any customers who may want to communicate with the main building, even though they are escorted, but just in case for that added security," explains Mike Dunn. "We can give Fine network connectivity for everything, not just the cameras: open and close gates, intercoms, license plate readers, etc., with the Milestone video triggered to record or send an alert on anything."



"It all integrates together and rides on the network setup," adds Scott Glanz. "Part of the reason for us bringing in all of this new technology with Milestone and the network platform, is to be able to centrally and remotely manage new parking facilities in other geographical locations. This approach would work for all our business systems: phones, facility management software, the security, etc., with Tulsa as the headquarters, controlling everything from here."



SecureNet is the full service partner for all of Fine's IT, network, facility and security systems installations and repairs. Fine has a monthly maintenance schedule to keep the IT hardware and cameras in operation. They even have their own Fine Airport Parking golf carts! These take up less space than trucks that could block traffic lanes.



Fine has limo version golf carts, regular 4 person carts, ones with carriers on the back. Customers are always met by humans and directed into the facility. Depending on the level of services they choose, they will be followed to their parking space, the driver gets out to help with their bags, and drives them to the shuttle buses. At the shuttle stop there's a scale to pre-weigh luggage before getting to the airport terminals.

Open platform is inter-operable and future-proof



Ganz recalls: "Our old facility management system was a 'golden handcuffs' situation because it was proprietary so we were stuck with that vendor's equipment, and some of it was becoming defunct. With our new facility system, NetPark, is Linux based with plug-and-play functionality for readers, cash registers, etc. It gives us the ability to integrate with the Milestone open platform, and we've got the PMA (Product Maintenance Agreement) that will always give us the latest upgrades and innovations to stay ahead of the competition."

In future, Fine plans to have SecureNet install a Vehicle Registration System with an RFID long-range reader system for regular customers to register when they drive in - like a road tag or toll pass - and debit their accounts

automatically. All of the customers' activities while at Fine can be integrated with the Milestone video records and other information for total overview and business management.

"It's a night and day difference with the big monitors showing the Milestone live feeds, and how clear the camera images are. This system really powers our operations. With the remote access, I can also pull up Milestone on my laptop from home or anywhere to see what's happening," says Ganz happily.



License Plate Recognition adds value

"Being able to tie in the video with our records system with the License Plate Recognition software to recognize each vehicle's movement and locations, tying each history to each record, lets us resolve any claims. With the LPR we can scroll right through the system and find them right away if they come in and say they've got damage. I think we've got as many cameras now in our detail shop as we've got on the entry/exit lanes: we can see the entire detail process inside and out," relates Scott Ganz.



Mike Dunn explains: "They can use the print function in Milestone and show a customer clear images of their cars down to the finest detail when they drove in, as proof that the damage was not made while it was in Fine's care – that it was hail damage from before, for example. People do try to get away with making Fine pay for problems they brought in with them. One guy called about a broken windshield – several days after he picked up his car!"

The Milestone LPR module writes out the data in an ASCII stream that is read by the NetPark software. When it sees the license data, it connects it to the entry or exit time and locations information in the ticket system that can be checked with the video for full documentation of events from every angle and in crisp visual detail.

Integrations increase efficiency

NetPark is Fine's revenue parking software that handles the customer information with their tickets showing time and location to know what to charge their accounts. Some areas cost more than others so patrons can choose their own levels of protection and accessibility. They can pay as they drive out the exits via credit cards at the ticket stamp or go in to a lobby to pay cash. If there are any disputes, the surveillance makes it easy to resolve who was where and when.



A car sales company in town had a disgruntled customer who left a couple of cars they 'test-drove' out at the Fine lots. The dealer thought the cars had been stolen but Fine had seen the cars left in their lots a long time, gathering dust, and called the police who made the connection. The police can call Fine to help track stolen cars or criminals trying to leave town, without having to physically search the entire facility and grounds.

"There's more analytics we're going to add in the future to alert to people speeding on the ramps. Vidient, for example, can show if people are driving the wrong way, which is a serious safety issue. Milestone is the only security software platform that can allow the combination of multiple analytics from different vendors in one interface," says Mike Dunn.

Customizations add even more security



SecureNet found a special challenge with a fire door on a stairwell that goes out to the street from the parking garage. If someone were to go out that door and prop it open, they could come in later and try to break into cars. So they set it up in the Milestone software to trigger recording whenever the door opens by putting a camera on that door and connecting a door contact (Input/Output data signal) to send that event to the Milestone, creating an alert. If the door opens, it trips the input on that camera which fires an output off the Axis 212 over the front desk, calls the image up on the monitor there and alerts personnel to suspicious or unlawful entry.

"We didn't want to have to run a wire all the way back to that office, so the Axis 212 Power Over Ethernet camera lets us just hook it up to the central network, no problem," Dunn says.



Sleek technical setup fulfills heavy storage demands

The central server room is very impressive and the ultimate in streamlined high-tech beauty. SecureNet has gone above and beyond in designing this installation setup: the sleek black and chrome rack stores the server hardware, and is movable on soundless castor wheels. A specially architected pull-out shelf houses a flip-up monitor for viewing the Milestone interface and administering the system, or slips neatly and discreetly back out of the way between uses.

The Milestone software is set to record video all the time, not just on motion or vehicle access, so the system's storage needs are unusually intense. They started out with 16 TeraBytes then added another 8 TB as more cameras were set up, and another server to make a current total of 5 Poweredge 2950 DELL servers for the video processing and 3 NF600 NAS storage units which are 8 TB RAID 5.

"Initially we had the cameras monitoring the entries and exits grouped together on one server but quickly discovered that put too heavy a load on the system. The Milestone software lets us redistribute that load as we determine, so we spread that out for more optimal performance and efficiency," Mike Dunn explains.



The Arecont 8180 cameras are megapixel models with 180 degree viewing. Even the parking lot farthest away can be seen in very fine clarity. Axis 209 cameras provide 640x480. Axis 212 models have the 1.3 megapixel image sensor but output VGA so they can have digital Pan and Tilt capabilities. In the Milestone software, Fine can schedule the Pan and Tilt automatically, override it to look in a certain direction, or zoom in digitally to see more details.



A Senior Technician at SecureNet, comments: "Milestone is customer friendly which means it's also easy for my technicians to use and handle. With this software it is hands-on and tech-friendly which makes our job a lot easier. We can use a lot of superior high tech products but it's simpler to get from A to B, mix and matching the different hardware: this platform lets us give the best cutting-edge solution that we can, thanks to the Milestone versatility."

About SecureNet

SecureNet, Inc. is a privately owned and operated security systems integrator and installation contractor. SecureNet designs and installs security solutions utilizing the finest product lines in the electronic security marketplace. SecureNet is the next-generation security contracting business, with proven expertise as both a Milestone and Microsoft® Certified Partner. www.securenetinc.com

About Milestone

Milestone Systems is a global developer of open platform IP video management software. XProtect™ gives users a powerful surveillance solution that is easy to manage, reliable and proven in more than 35,000 customer installations. With support for the industry's widest choice in network hardware and integration with other systems, XProtect provides best-of-breed solutions to "video enable" organizations - reducing costs, optimizing processes, and protecting assets. Milestone software is sold through authorized partners in 90 countries. www.milestonesys.com.

