

## Geel Belgium chose the Milestone IP video platform with flexible scalability to protect multiple public facilities.

**“We wanted the Milestone IP platform for central control with local access, its ease of use, and the ability to add other locations and services over time.”**

– Guido Laenen, Chief Information Officer for the city of Geel, Belgium



- Challenges:** The Tourism Center in Geel has changing external exhibitions with insurance requirements for good security. Guards at the museum were volunteers who were not always available to work. The city’s IT department in charge of maintaining a surveillance system is located in the town hall building half a kilometer away. Other public facilities were planned that should also be able to connect to the system for the most efficiency.
- Solution:** Milestone XProtect Basis+ IP video software was first installed in 2006 in the Tourism Center and upgraded to XProtect Professional in 2007, adding a new swimming center. The system manages over 30 Axis network cameras in a variety of stationary and dome models 207, 211, 221, and 216. The cameras monitor the entranceways, corridors and stairwells in all of the buildings in addition to the art exhibit rooms in the Tourism Center and the locker room connections to the pool areas. Alcatel fiber network connects all of the town’s buildings. The system is being stored on HP blade servers. BusSaP Systems is the Certified Milestone Partner doing the implementations with the City Council of Geel.
- Advantages:** The IT Department has central control of the system with the easy-to-manage Milestone software at their main City Hall location. The system scales to other sites by simply adding new cameras to the network and installing another XProtect Smart Client interface. They can upgrade to new versions of the software for more features and innovative technology that becomes available, including integration with other systems. The police get evidence fast from the recorded video while each city location also has local access to the system for good overviews of all activities going on in their buildings.

The city of Geel in Belgium near Antwerp has a legendary reputation for its unique approach to mental healthcare patients: many are living as integrated members of the community in a system of foster family care, dating back 700 years. This city of 35,000 people is also setting modern examples in a scalable, centralized approach to security and safety in its public facilities, using the latest IP network surveillance technology from Milestone Systems and Axis Communications.



The historical building that houses the Geel Tourism Center was renovated with beautiful new wing additions in 2006 that regularly display changing external exhibitions of art and other cultural media. The insurance for these show items can have strict requirements, and when one painting was damaged with no way to figure out who did it, it was decided to install a surveillance system. The volunteers who had been acting as guards up to that point were not always available either, which left the premises more vulnerable with the great number of visitors coming and going.

The IT Department for the city of Geel immediately determined that they wanted to get an IP network solution they could administer and maintain centrally in the most efficient way. Guido Laenen, CIO, looked on the web for IP video surveillance solutions and found BusSaP Systems, a Milestone Certified Partner, who designed a future-proof surveillance system for Geel.



"We had looked at several other surveillance options in the beginning, but BusSaP's expertise and the Milestone software were exactly what we needed: a flexible, central platform that would let us easily upgrade and add more cameras for other locations in future," states Laenen.



"We first started with a local installation of the XProtect Basis+ software in the Tourism Center in 2006 then upgraded in 2007 to the XProtect Professional when the new community swimming pools were built and added to the surveillance coverage in that second location," relates Stefan Van Waelderren, CEO of BusSaP Systems.

"This upgrade also brought us up to the Smart Client interface with features that make it easy to monitor multiple sites. It's very flexible," says Laenen. "The ability to manage all locations centrally from here is a big advantage, and we know we can easily add new cameras in other locations anytime. Other places in the city have already expressed interest in getting it. All the buildings under the City Council are connected by fiber network now so our infrastructure is in place for this."

The IT Department for the City Council of Geel actually service three cities in the region: Geel, Meerhout and Laakdal.

Laenen has a team of six staff who also work with the Milestone system at the City Hall IT office. One of these, Peter Vermeylen, reports: "It is quite easy to use." Van Waelderren also provides training in the software, but that only takes about an hour as the software is very intuitive.

The users particularly like the floating Hot Spot window with the Carousel function that lets them see all the camera images on a rotating basis in larger view for better detail. Views and access are set up by location for each site, and the central IT operators have access to view everything.

The Axis 207 camera is very small and discreet, which suited especially well in many of the Tourism Center's exhibition areas, where the architecture of the renovated building is very sleek and minimalistic.

"The mix of camera models provides flexible options and the Axis video technology gives good clear images. The Axis Power-Over-Ethernet (PoE) cameras also make it quite fast to install anywhere on the network, anytime," says Van Waelderren.



The Geel IT setup keeps the video archives for up to 3 months, recording only on motion detection, which saves on disk space, too.

The Tourism Center is open every day and the pools are open daily 6 a.m. – 10 p.m.

### **Protecting Property and People**

The police have said they are very satisfied with the quality of the evidence that is exported, including date and time stamps.

"The quality of the Axis cameras is quite good," adds Van Waelderren.



"We've caught people jumping the turnstiles to avoid buying a ticket. There were also a few thefts at the pools and we were able to see in the Milestone who was going in to the lockers at those times. We also had one of the mental patients who was being followed and harassed by someone, but we could see in the video who it was so the police could put a stop to it," recalls Laenen.

"We can also see when someone is acting suspiciously, sneaking around, pacing back and forth, or hiding in corners, for example. Whenever something happens, the police come to us right away to resolve it with the recordings."

In summary, the city of Geel is very satisfied with the Milestone-Axis IP video solution. They are managing the safety of their people and property in an efficient, centralized platform with local access and flexible future scalability.



**About BusSaP Systems**

*BusSaP is a Belgian system integrator, providing total solutions for network camera surveillance and access control systems. With many years of experience in providing IT services, BusSaP is committed to delivering innovative surveillance solutions. Using open technology products, BusSaP's expert integration and project management skills, service mentality, flexibility and positive attitude ensure high customer satisfaction. [www.BusSaP.com](http://www.BusSaP.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](http://www.milestonesys.com).*

