



Global SATCOM Technology is using Milestone IP video surveillance installed by Ojo Technology to handle multiple site security, as well as to provide managers with the daily overview of activities.

“I am extremely happy with the surveillance system. Ease of use and administration in the software are all very simple to do. Last but not least, Milestone has proved to be reliable and stable with our first server never having gone down with any problems in over a year.” – Chris Lee, Director of Operations at Global SATCOM Technology

- **The Challenge:** With company locations on each coast of the USA, and multiple buildings with many means of egress, Global SATCOM needed a networked surveillance solution for full coverage with their security system. They also wanted managers to be able to oversee business activities without the cost of traveling.
- **The Solution:** Milestone XProtect software is operating 30 cameras in a mix of Axis, Sony PTZ and Extreme Infra Red Illuminators.
- **The Advantages:** They are protected from break-ins, vandalism and theft with the system also acting as a deterrent. Managers on the East Coast are able to view the daily progress of manufacturing in the West Coast location, and customers can be assured that Global SATCOM has control of their environment.

Global SATCOM is a corporation established in 1994 that is exclusively devoted to the design, manufacture, integration, testing, and turnkey installation of satellite ground stations. Their customers include multiple government agencies and large corporations. Headquarters are located in Gaithersburg, Maryland, just outside of Washington DC, along with separate Manufacturing, Integration & Testing facilities, for a site total of 55,000 square feet. Additional manufacturing facilities covering 45,000 square feet are located in Santa Clara, California.



The company facilities are equipped with integrated database networks for engineering applications, as well as computer aided design. In addition, the latest manufacturing techniques, full quality control and calibrated electronic testing ensure the highest quality, trouble-free products. Their offerings include Humvee mounted 2.4m pop-up Tri-Band terminals; Humvee trailerized (towed) 1.8m and 2.4m pop-up Tri-Band terminals; Transportable Transit Case-configured 1.2m, 1.8m, & 2.4m Fly-Away TT&C terminals. Furthermore, Global SATCOM designs and manufactures all the satellite antennas used in their installations.



Situation: business problem and security strategy

Global SATCOM Technology's primary reasons for implementing a surveillance system included the following requirements:

1. to have the ability to remotely monitor day-to-day activities at multiple locations by the CEO and management;
2. to implement an on-site security/deterrent system to cover multiple points of entry and exit;
3. to gain real-time video quality control as a form of video-conferencing (e.g., Manufacturing Manager in California to be able to show the CEO in Maryland in-progress work on a Humvee trailer);
4. to show our customers that they are in control of their environment;
5. to show potential customers the facilities and manufacturing capabilities at one time from one location.

These demands necessitated an IP-networked video surveillance solution that could be accessed remotely.

"Having an IPVS allows upper management to gain a live 'feel' of what is happening at all locations instantaneously. As a showpiece, it allows us to display our out-of-state facilities to potential customers without the need for long distance travel," explains Chris Lee, Director of Operations at Global SATCOM Technology.



Milestone and Ojo fulfill the requirements

Since 2005 Global SATCOM has been using a Milestone software-based IP video surveillance solution at their Santa Clara facilities. In 2006, they expanded the system to the Maryland location, as well.

Milestone XProtect video management software is an open platform solution that supports the widest choice when it comes to which camera equipment to use. Global SATCOM is using a mix of Axis and Sony fixed network cameras, Extreme fixed cameras, Extreme Infra Red Illuminators, and Sony Pan/Tilt/Zoom cameras. In addition to providing the user interface for viewing the camera images - live or recorded - the software handles administration of the system access, camera schedules and recording rules, image archives and searches, analysis, reporting and export of evidence, if needed.

"As a consultant in the Bay Area for many years, I had used and recommended Ojo Technology/Network Designs to my clients. I learned about Milestone from them, as well as received earlier demos of the product. I saw my first demo about 1-2 years before implementing it at our Santa Clara location," recalls Chris Lee. "I chose Ojo Technology first, based on the working relationship – they are able to complete a project with the right qualified people with the right attitude. Milestone was used based on their expertise and recommendations, and is everything I thought it was, as well as everything I think I need for our IPVS solution."

Previous trials before finding Milestone Systems

"At our Maryland offices, we self-implemented various Sony & Panasonic dome cameras, IR Cameras, and Pan/Tilt cameras through a GeoVision software product. Geovision proved to be very unstable: a lot of data was never captured and the administration and support was very cumbersome. We upgraded to another software product that was more stable – but the maturity of the interface (and maturity of what I





believe should be basic features for any IPVS), as well as the ease of use on browsing through archives is not as advanced as in the Milestone software," states Chris Lee. "Besides the reliability and performance the Milestone platform provides, it also offers more configurable options like complex camera patrol scheduling and variable back-in-time browsing."

Lee can attest that Ojo was able to answer all of his questions, as well as provide Global SATCOM with the information needed to make the right decisions.

"I am extremely happy with the surveillance system put in place. I was not able to be onsite during the California facilities installation, yet they managed the whole project and completed it with no problems. For the Maryland sites, which consisted of 4 separate buildings, they flew out and finished everything in one 'long' week. They have answered every one of my calls," he reports happily.

Benefits: clear images day or night, near or far; ease of use

Global SATCOM has set up one of their cameras located just outside a sanding booth for their antenna manufacturing, which has an environment like a continuous sandstorm.



"So far, there have been no problems with the camera there or the clarity of view. We also have a centrally located Sony PTZ camera in two of our manufacturing facilities that allows us to view almost every square inch of that location in great detail. Our external cameras are able to capture night time traffic with the use of high powered Infra Red Illuminators: the IR illuminates points of interest and concern for our company," explains Chris Lee. "The detail and focus on the zoom-capable cameras are outstanding. We are able to check the details in the welding of some of our parts and even read the labels on boxes, if required."

About five people in Global SATCOM are using the Milestone system for now. Training was provided at the end of the installation by Ojo Technology.

"The knowledge transfer was complete and we were able to run and self-maintain the systems from Day One. We are still able to contact the trainer and receive additional information or support," states Chris Lee. "Ease of use and administration in the Milestone software includes the interface for browsing past events, as well as the export of video images - all very simple to do. Last but not least, Milestone has proved reliable and stable with our first server never going down with any problems in over a year."



Global SATCOM Technology, Inc. (Global SATCOM) is an international leader in transportable satellite communications systems with an ISO 9001:2000 certification. They design, integrate, test, manufacture, supply, service, and install telecommunications systems to the specific needs of each of our customers. www.globalsatcom.com

Ojo Technology is Northern California's leading provider of video surveillance systems using networked cameras. They design, integrate, install and maintain complete IP-based surveillance systems on-site for schools, government agencies, public spaces, and manufacturing companies. Ojo provides turn-key wireless camera solutions, intelligent video systems, rental equipment, portable camera solutions, site and needs-analysis, software and hardware integration, and training. www.ojotech.com

Milestone Systems is the leading developer of open platform IP video management software, according to IMS Research. The XProtect® products provide support the widest choice in network video hardware and allow integration with other systems and devices. Milestone solutions are robust and reliable, proven in operation on more than 100,000 cameras globally, across all industry sectors, and are sold through a qualified channel of 170 partner companies in 55 countries. www.milestonesys.com

