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The high-risk client

A national railways corporation, the largest transportation infrastructure company in an unidentified country, needs to secure thousands of its daily passengers. The company provides transportation for passenger and luggage, and is responsible for development, management, maintenance and operation of the national railway's infrastructure.



In recent years, the company has been spearheading a revolution in the transportation system. After its establishment as an independent government-owned corporation in 2003, it began to implement a comprehensive development plan, which has turned it into a rapidly growing transportation company.

Business objectives

Recognizing the need to reduce its dependency on security guards, on the one hand, and ensuring passenger safety, on the other hand, the company decided to seek a security comprehensive solution. The ongoing growth of railroads, tunnels and bridges created a unique challenge. This challenge led the company to Secure-M from Mer Security, a leading physical security information management (PSIM) system. Secure-M provides an ongoing, real-time image of the security responses to specific events and unifies the management of those security incidents.

The challenge

The company's primary challenge was finding a security solution that would address its need to provide security and surveillance for highly sensitive sites, such as bridges and tunnels. The priority was preventing any unauthorized persons from entering sensitive areas undetected. In case of a security breach, the security personnel needed a tool that

could provide valuable information to enable a proper response, based on the company's established security procedures.

In addition to the strict and highly demanding requirements of this project, the managing system had to be capable of interfacing and controlling multiple end devices, such as cameras, VMD cameras, sensors, PA systems, and more.

The Mer solution

Mer Security system's Secure-M offered the railways corporation a comprehensive software-based solution to control, monitor and manage more than 1,000 different security devices, thereby reducing the need for additional manpower. Secure-M presented an end-to-end security solution tailored to the company's needs.

Secure-M efficiently administers event management, maintaining a log of events and a powerful video management module. Secure-M also supplies an up-to-date, ongoing view of the security map. Each routine deviation is captured, analyzed and handled according to pre-defined rules, scenario and scripts.

The solution included a double feature: each tunnel and bridge was secured by fixed, PTZ and thermal cameras. Whenever an intruder would try to enter a secured site, he or she would be trapped by two different technologies -- a VMD and infrared sensors.

The video footage was being recorded using NVRs and security personnel were able to view both live and recorded video from each of the secured sites. Effective control over events involving civilians was achieved by using an over-IP public announcement (PA) system installed at each site.

Secure-M is a unified open platform, which can manage countless local and remote sites and reduce the need for additional manpower.

The system responds automatically to an event. Details of each new event are displayed on the operator main screen, supplying the event's essential data and guiding the operator in the actions that need to be taken. The relevant cameras are automatically opened over the video wall pointing to the scene's location. The GIS or 3D layout map "flies" to the incident's location, providing all necessary data.

The system fully complies with the company's procedures and policies. As part of the implementation process, security and safety procedures were imported to the system. A detailed log containing a full trouble ticketing of each event results from this approach.

The company deploys and maintains valuable assets. Secure-M supplies a file dossier management module allowing the company personnel a convenient tool for inspecting and maintaining essential data about those assets.

The result

The Mer solution offers effective security management, shorter response times, reduced

human error, and provides the following other benefits:

- Dozens of sites are now secured 24x7, using a cost-effective unique solution;
- The system responds to events in real-time, supplying full data for each one of the events and thus reduces dramatically the required time for event handling;
- Each incident type is accompanied by an adequate procedure ensuring an optimal consistent response across the procedures, without missing critical steps;
- The system can be expanded by adding more sites and more security devices without changing the core management system, Secure-M.

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