



Remote Video Response



Remote *control*

Remote control

Remote locations are often the most vulnerable to attack, and similarly the most difficult to protect. Utilities with critical infrastructure; forecourts with expensive cars; industrial premises taking out-of-hours deliveries – involve people, property or assets that are nonetheless valuable and important simply because they are often located many miles from the company headquarters. All require the same level of safety and protection, wherever they may be found.

Remote Video Response (RVR) is a business that brings a level of certainty in an increasingly uncertain world, putting you

in control. With a remote CCTV monitoring service from RVR, you can be certain that all of your assets are protected 24/7, 365 days a year. You can be sure that we are at the forefront of our industry, using the very latest technology to deliver a professional service, to the very highest standards. You can be certain also that we have the experience of working in the most difficult environments, and the most challenging industries, working with our customers in designing services around their specific needs.

And one more thing: with RVR you can be sure you'll never be alone.

“
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you'll never be alone.”



Remote *surveillance*

Remote surveillance

Businesses understand the benefits of a CCTV system that is monitored, remotely, by a professional monitoring centre. It means that if an incident occurs, highly skilled operators at RVR are able to view live images of an event, as it happens, and determine and manage the appropriate response. All events are recorded, and if necessary an audio message can be issued to warn intruders off site. Nothing is missed.

In recent times, and with developments in technology, the use and application of remote video surveillance has advanced

significantly. Today, remote monitoring is more than just a cost-effective alternative to manned guarding. Certainly it protects premises from acts of vandalism and crime in locations where providing a guard would be impractical; but where guards are deployed, it also provides additional support for the purpose of health and safety, ensuring the individual is constantly in view. It also allows lone workers to operate in safety, knowing that help is never far away, and shop workers, in local stores, to summon help in an emergency, simply by pressing a button.

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Remote *possibilities*

Remote possibilities

As well as security, remote monitoring has a much wider facilities management role, in that it enables out-of-hours access to sites for delivery vehicles, allowing those companies that need to work around the clock to do so, knowing there is always someone protecting their interests, all day, every day.

Although traditionally seen in a 'security' role, remote monitoring is increasingly being used to support broader operational issues. This includes the monitoring of drivers working in logistics as they travel between sites, protecting them as well as their freight. It includes large multi-tenanted buildings using remote monitoring in a 'virtual concierge' role, especially for those executives working across time zones where work is rarely a nine-to-five. As business practices have evolved, so too have the services possible through remote monitoring.

Monitor drivers as they travel between sites.

Professionals close at hand

Remote Video Response has been providing market-leading remote monitoring services for more than 10 years. It endorses and follows a world-renowned quality programme used in the aerospace and defence industries that strives for Achieving Competitive Excellence (ACE). ACE is designed to deliver improved value to customers by eliminating wasteful processes and improving efficiencies across the video monitoring business. A more efficient office means a more focused delivery for our clients.

As well as ACE, RVR is part of the Approved Contractor Scheme (ACS) and is BS8418 approved – the British Standard for the installation and monitoring of detector-activated CCTV systems. It is a BS5979 approved Alarm Receiving Centre and holder of the Gold certificate from the National Security Inspectorate (NSI). It is also an approved training and certification facility within the National Open College Network.

RVR operates to ISO9002 approved standards.



Remote *view*

Remote technology

The technology used by RVR is the most advanced in the industry. Our unique Chameleon command and control system enables our operators to manage and respond to images coming through to our monitoring station from *any* CCTV installation, however old or new, whether analogue, digital or IP.

So sophisticated is the technology used that it can actually recognise specific installations as the images arrive, and automatically deliver a response appropriate to that site without the operator needing to intervene. Chameleon is taking the management of remote monitoring to new levels, for both

customers and installers alike. The quality of our systems is matched only by the quality of our people. All of our operators undergo rigorous training to meet the most exacting standards of external regulatory and inspectorate bodies, training that complements standards already commonplace in a business that aims to have the best educated workforce in the industry. We also support our employees individually, investing in graduate-level training through our unique Employee Scholarship Programme, empowering them to hone the skills that ultimately lead to a better service for our clients.

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Remote Driver Minder Service

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REMOTE VIDEO RESPONSE

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