



Global Headquarters

Genetec Inc.
2280 Alfred Nobel Blvd.
Montreal, Quebec H4S 2A4
Canada

T: +1 514.332.4000

For Immediate Release

New Orleans Office of Homeland Security Relies on Genetec to Improve Public Safety

Genetec helps NOLA boost public safety teams' efficiency and enhances city-wide collaboration

MONTREAL, September 19, 2019—[Genetec Inc.](#) (“Genetec”), a leading technology provider of unified security, public safety, operations, and business intelligence today announced that the city of New Orleans (NOLA) is relying on [Security Center](#), the company's unified IP security platform, to improve public safety and enhance city-wide collaboration.

With about 400,000 residents, New Orleans (NOLA) is the most populous city in the State of Louisiana. Like other big cities, NOLA is focused on enhancing public safety for its citizens and the 1.2 million visitors who flock to the city's French Quarter for Mardi Gras celebrations.

As part of a [Citywide Public Safety Improvement Plan](#) that included the deployment of a new citywide public safety system and the construction of a Real-Time Crime Center (RTCC), the New Orleans Homeland Security and Emergency Preparedness (NOHSEP) chose the [Genetec™ Security Center](#) unified platform to support all city agencies.

Using Security Center, the NOHSEP agency has saved police officers about 2000 hours of on-foot investigative work in just one year. “It might take a police officer over an hour to visit business locations, speak with owners, look through video, find what they are looking for, get a copy of video onto USB keys, drive back to the precinct, and then submit that into evidence. So, we have essentially saved the department over 2000 hours of manual labor in physically collecting and storing video evidence. That's more time for officers to respond to calls of service and be present in our many neighborhoods, which helps build community confidence. The ROI is there for us in

terms of the efficiency,” said George Barlow Brown, IT Manager at the New Orleans Real Time Crime Center.

The team can now easily retrieve evidence from over 325 city-owned video cameras and 100 automatic license plate recognition (ALPR) cameras (60 of which are [Security Center AutoVu™](#) cameras) from the Real-Time Crime Center. The new security platform is integrated with other public safety solutions such as a Briefcam analytics system and a computer-assisted dispatch (CAD) system. All this information gets routed through to a central command center, speeding up emergency response.

“Our operators do the full investigative work right from within Security Center. It’s just one of the most intuitive solutions that I have ever seen. We can display up to six video tiles and hit ‘synchronize video’ to see various angles of the same scene playing at the same time. We can then select the segment of video we need and hit export. Each 10-minute segment from all the video tiles is then archived for viewing later on,” said Brown.

NOLA is also leveraging Security Center to foster a true public-private partnership. The city launched a platinum version of the [SafeCam project](#), which allows businesses to share access to external video cameras with the RTCC. Using the Genetec Federation™ feature, the NOHSEP team can access video from participating companies’ systems. Participating businesses can be identified by discrete signage at their front entrances. This tells on-the-ground officers that this business has shared their outdoor cameras with the RTCC, and there is no reason to disturb the establishment or their customers. The officer can simply call RTCC operators to get the evidence they need.

NOLA is making the most of its security investments to improve city life too. For one, the RTCC operates a backup emergency operations center for the city of New Orleans. The NOHSEP team has also shared video feeds with other city departments such as the Sewage and Water Board, so they can determine the rate at which an intersection flood.

Brown and his team also have motion-detection alarms set up on cameras facing some known illegal dumping sites. As soon as someone dumps refuse in these locations, the team can pro-actively notify the Sanitation Department so they can collect the debris.

As plans continue to evolve, the RTCC team is taking full advantage of the new technology to keep NOLA safer. “As far as investigations and the ability to mine video and data, Security Center is hands-down the best product out there. With this platform, we’re extending greater efficiency to responding officers, and we’re also forging stronger partnerships with our community. Together, we’re all working smarter and faster to keep New Orleans safe,” concluded Brown.

For more information and a detailed case study on NOLA’s use of Genetec Security Center, please visit: www.genetec.com/NewOrleans

About Genetec

Genetec Inc. is an innovative technology company with a broad solutions portfolio that encompasses security, intelligence, and operations. The company’s flagship product, Security Center, is an open-architecture platform that unifies IP-based video surveillance, access control, automatic license plate recognition (ANPR), communications, and analytics. Genetec also develops cloud-based solutions and services designed to improve security, and contribute new levels of operational intelligence for governments, enterprises, transport, and the communities in which we live. Founded in 1997, and headquartered in Montreal, Canada, Genetec serves its global customers via an extensive network of resellers, integrators, certified channel partners, and consultants in over 80 countries.

For more information about Genetec, visit: www.genetec.com

© Genetec Inc., 2019. Genetec, Omnicast, AutoVu, Security Center Federation and the Genetec logo are trademarks of Genetec Inc. and may be registered or pending registration in several jurisdictions. Other trademarks used in this document may be trademarks of the manufacturers or vendors of the respective product.

Press Contacts:

North America

Véronique Froment

HighRez

Veronique@highrezpr.com

Tel: +1 603.537.9248