

Eindhoven

Improving digital evidence sharing in Eindhoven



Name

Eindhoven

Industries

Cities

Location

Eindhoven, Netherlands

Products

Security Center, Clearance



EINDHOVEN

Eindhoven upgrades to Genetec Clearance, the digital evidence management system

Eindhoven, the fifth largest city in The Netherlands, has had a long history of innovation. Home of the electronics companies Philips and NXP Semiconductors, the city is a hub for innovation, and technology plays a major role in this. As the city continues to move its legacy of technology and design forward, authorities have embarked on a new project—the upgrade of the city’s public safety camera network.

Finding new opportunities in an existing city-wide video system

Ton Pompen, Team Leader of Enforcement explains “In the past, the Eindhoven Police Department was directly responsible for around 35 network video cameras. More recently, we centralized the management of the city-wide surveillance system, and the Enforcement Department are now responsible for these cameras.” The responsibility for managing the footage emanating from these devices would place increased demands on the City of Eindhoven’s operators. To ensure smooth management, they needed a new and intelligent platform to assist operations.

Image request management, centralized

Since city authorities were already using Genetec Security Center to manage the existing camera network, they knew they had the

flexibility to add new features and modules or integrate third-party systems. After considering their options, they decided to implement Genetec Clearance™ digital evidence management tool to improve how vital video evidence was requested and shared with police authorities during incident investigations.

Speed, reliability and privacy were key components of the decision to adopt Genetec Clearance. As a cloud-based software, Clearance was able to be quickly integrated with Eindhoven’s existing systems, so that all requests for footage could be centralized and managed in one place. Today, Genetec Clearance allows the authorities to locate, react, and share video footage with the Police simply and securely. Any device with a browser can review video and the latest encryption standards for data privacy ensures that this is done securely.

An audit trail is automatically generated regarding who had access to what footage and when, with automated retention periods ensuring compliance with organizational policies.

Ton Plompen, Team Leader at the City of Eindhoven described just how much Genetec Clearance has revolutionized the way the Police and the city authorities work: “We are saving so much time now. With this new platform, cooperation with the National Police has improved and become more efficient and the platform is so straightforward.”

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