



VIVOTEK Upgrades Security at South Africa's BP Manor Garage Gas Station

Background

BP Manor Garage, located in Pietermaritzburg, South Africa, wanted to upgrade its security system to offer better service to its customers. They knew that providing a safe and secure environment to drive in the lane and fuel up vehicles would go a long way in ensuring improved customer satisfaction. Most of the existing cameras on-site, installed about four years ago, were adequate for the customer's requirements. But some cameras that were damaged due to water leaking into them had to be replaced. More importantly, the network video recorders (NVR) that were used were not sufficient for the work and had to be changed.

Challenge

The client did not want to replace most of the older cameras, and hence, retrofitting was an essential aspect of this project. Some of the older cameras were damaged because their seal had worn out, allowing water to enter. On the storage side, the client needed to retain recorded footage for four months, while allowing remote viewing from a location that was about 5 kilometers away.

Vertical: Commercial

Country: South Africa

Solutions: [NR9782-v2](#), [FD8169](#), [IP8362](#), [FE8180](#), [IP8131](#), [IB9360-H](#), [IB9388-HT](#)

Total Quantity: 50+

Software: [VAST 2](#)

Partners: [BP MANOR GARAGE](#), [Rectron](#), Area Installations, Inc.

Why VIVOTEK

VIVOTEK's system integrator (SI) partners including Rectron and Azrea Installations began the project by replacing the damaged cameras with VIVOTEK IB9360-H and IB9388-HT. These bullet cameras provide high-quality images and are weather-proof with an IP66 rating and vandal-proof with IK10-rated housing. The client had three NVRs in place, and this was replaced with a single 128 channel, 16 hot-swappable bay NVR, the NR9782-v2. The NR9782-v2 equipped VIVOTEK's VAST 2 video management software (VMS) inside, while supporting multiple fisheye camera dewarp integrated well with the network, automatically adjusting the viewing resolution when the network is under traffic strain.

A total of 50 cameras were installed, covering areas from driveways to cash points, shop floor, pump islands, and staff rooms. The whole system was connected and managed by VIVOTEK VAST 2 VMS, helping the customer have better control over the footage, with smart search, video analytics report, and third-party data source with Data Magnet functionality.



Three key reasons prompted BP Manor Garage to choose VIVOTEK over other brands for upgrading their security system.

Durability and Stable Performance

BP Manor has already had a great experience using VIVOTEK solutions. This long-term partnership and trust made the user continue to choose the same brand. VIVOTEK's comprehensive IP surveillance systems have helped the customer meet different demands. For instance, a fisheye camera with a 360-degree surround view, can cover the shop floor. Box and fixed dome cameras cover an indoor cashpoint while weather-proof and vandal-proof bullet cameras protect outdoor driveways.

Connectivity and Advanced Video Management

VIVOTEK's VAST 2 is a state-of-the-art video management software that offers the customer options to take maximum advantage of the surveillance system. Two primary functions of VAST 2 were essential in this project, the Data Magnet and the Smart Search II.



The Data Magnet enables importing PoS data into VAST 2, providing rapid access to the recorded data while supporting the simultaneous display of sales transaction information during live streaming. Smart Search II allows users to search for specific objects or people in videos. It also provides the option to draw a custom zone to focus on any critical area that might require special attention. Having found all these features more than satisfactory, BP Manor Garage is now planning to use the people counting video analytic extension as well.

Scalability with the New NVR

Before the project, the customer did not have the flexibility to increase the number of cameras. With a VIVOTEK 128 channel NVR, the NR9782-v2, the customer now has the flexibility to scale up without worrying about technical difficulties. The VIVOTEK NVR is seamlessly integrated with VIVOTEK VMS VAST 2 and IP cameras to offer peace of mind to the customer, knowing that their premise is protected.

Customer Feedback

"Ever since 2010, we have been supplying and installing VIVOTEK's IP surveillance system and offering them to our customers as a premium option. They provide unparalleled quality and performance. We remain loyal to the brand and can vouch for the product's durability and performance.", stated by Azam Paruk, Azrea Installations, Managing Partner.



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