



There's more to  
surveillance than  
meets the eye

Surveillance Solutions from BT



You don't need us to tell you that the world is a perilous place. Terrorism, crime, and anti-social behaviour are rarely out of the headlines.

Throw in more localised problems like traffic congestion, flooding, and public event safety, and you're looking at major challenges for police, local authorities, and transport organisations. Comprehensive surveillance can play a big part in easing the headaches.

That's where we come in. We used to be BT Redcare Surveillance. Now we're Surveillance Solutions from BT, specialising in end-to-end managed surveillance systems. The government, local authorities, police, and judiciary have been trusting us for over 25 years because they know we really understand how to deliver real-time surveillance/CCTV for the public sector.

But that's not all. We can also show you how to use the surveillance infrastructure to build a 'smart' city, using the data from thousands of sensors connected to the Internet of Things to create a super-efficient city fit for the 21st century.

Some people think the world is more dangerous than it's ever been. We can help you make it safer and smarter.



## Safety under pressure

Police and local authorities are under intense pressure to keep us safe. The public demands reassurance. Their expectations are rising. And so is the number of threats. Risk is everywhere.

From terrorism to public nuisance, threats at all levels continually throw up new challenges. But preventing, managing, solving, and prosecuting violent crime, theft, and anti-social behaviour aren't the only headaches for the authorities. Traffic control, major event management, flood defences, and reassuring the public that services will keep running are all testing finance managers in a time of tightened budgets.

Transport services pose their own predicaments. Passengers can find themselves harassed by fellow travellers, especially when travelling alone late at night. Drivers and station staff need protection from abusive customers. Property is at risk – bike thefts and vehicle break-ins are particularly popular with people from the wrong side of the tracks at train station car parks.

We need people watching out for us. And to do that, they need access to secure, real-time surveillance.

## We're bringing the world into focus

Cameras in the street are so common people barely notice them anymore. We're behind many of them.

Traffic cameras, safety cameras, city centre surveillance cameras. Body cameras on police uniforms. Cameras in vehicles, on vehicles, and checking vehicle number plates. Cameras on trains, on buses, and at stations and airports.

That's a lot of cameras. And millions of images.

### Surveillance cameras

#### Cameras for all situations

Different surveillance scenarios demand different cameras. We've got everything covered, from static street cameras to highly portable mobile cameras, on-vehicle cameras to on-body cameras. We cover all the angles.

Over the past 25 years, our services have proved vital in helping the police track down missing children, piece together timelines of terrorist outrages, and provide conviction-securing evidence for countless criminal court cases.

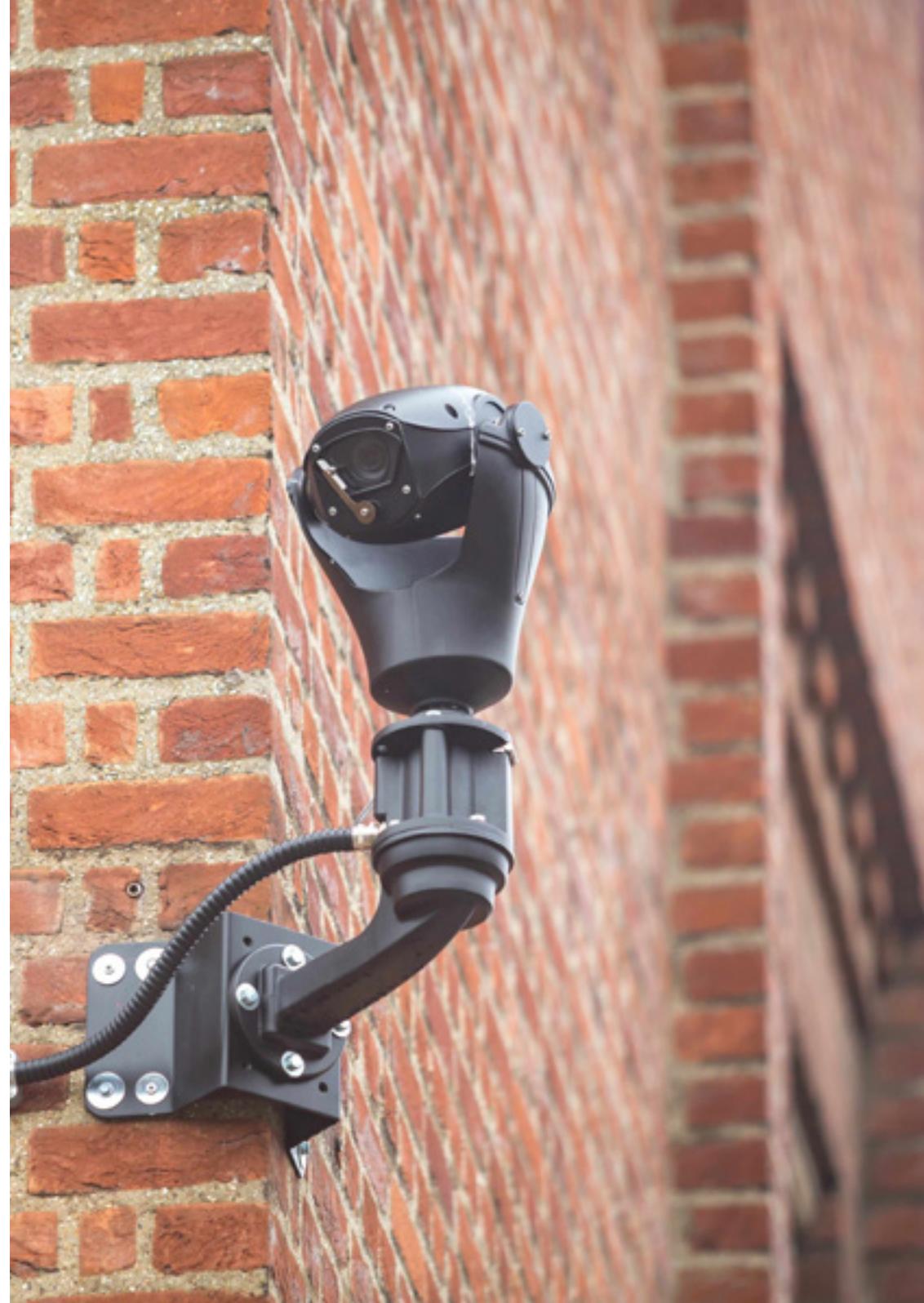
#### Talk to us about:

- Ruggedised PTZ (pan-tilt-zoom) cameras.
- Fixed cameras.
- Multi-focal sensor cameras providing different viewpoints.
- Livestream body-worn video cameras.
- Rapidly deployable Minicams (see Mobile surveillance for detail).
- Apps that turn smartphones into livestreaming cameras (see Mobile surveillance for detail).

#### Livestream body-worn video cameras

The police are increasingly using body-worn cameras to capture real-time evidence. But they're actually ideal for anyone working in a risky job or location. Like social workers.

If they're visiting a potentially dangerous or isolated location, they can livestream video back to the Command and Control centre, reassured that people back at base are watching out for them.





### **Command and Control**

To make sense of such a deluge of data, you need the most important element of a surveillance network: a Command and Control centre.

We'll take your public authority control room and transform it into a state-of-the-art nerve centre.

We'll design and plan the layout, erect walls, install screens, cabling, networking, and all the IT equipment, data storage, and video management software you need. We'll even bring the desks and chairs. And before we flick the switch, we'll train your people how to use it.

### **Surveillance camera networks**

Our RS1000 (analogue CCTV) and RS1000D (IP digital video) point-to-point transmission services form the backbone of our surveillance networks. And with the RS1000D providing IP connectivity, you can count on high-quality, low-latency imagery.

### **Stop violent crime before it's too late**

Real-time surveillance can help you direct police officers on the ground to incidents as they're playing out, before it's too late. We've also got a range of wireless network options that can give you more agility outside of the fixed network.

But surveillance video isn't just an effective way of stopping crime, it's now a critical source of evidence for securing court room convictions. We understand the legal requirements and make sure that the digital evidence lockers we provide stand up to them.

### **Safety camera networks**

Make sure that you get an instant and secure feed from your roadside safety cameras with our Safety Camera Connect service. It's an ADSL (Asymmetric Digital Subscriber Line)-based service that transmits images and data from safety cameras to your Command and Control centre. You'll get enough bandwidth to relay still images and their metadata.



### **Mobile Surveillance**

Working alongside your fixed surveillance operation, mobile surveillance is brilliant for co-ordinating and running live operations on the ground.

If you spot real-time criminal activity using your surveillance network, you can direct forces on the ground directly to the scene.

Which is great in itself, but here's the thing. With our mobile services you can livestream high-quality video from local surveillance cameras straight to the officer's smartphone. They can clearly identify the suspect and watch what they've been up to. When they collar the suspect, they can show the video to them on the spot, which often convinces them to come quietly and admit the offence.

This early guilty plea can cut down on the time people spend in custody at the police station and can expedite the justice process.

### **Convert your existing cameras to wireless**

Our IP camera encoders will convert your existing surveillance cameras to wireless, giving you real flexibility. Wireless streaming devices with network video recorders (NVR), they're available in 1, 2, and 4 camera inputs.

### **Rapid deployment cameras**

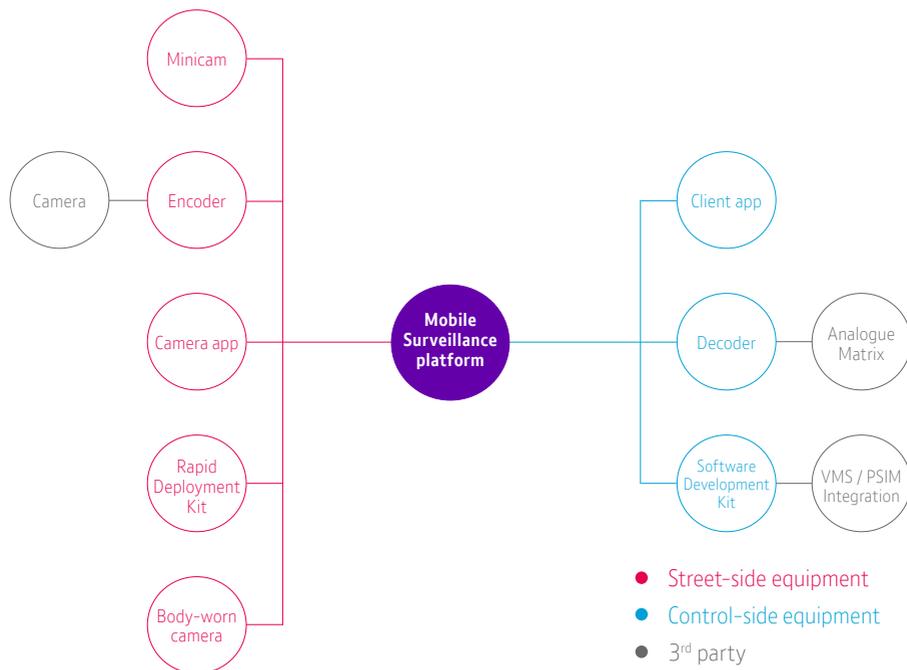
The Minicam is a small, wireless, highly portable camera that you can deploy very rapidly indeed. You can get it working as soon as you get to the location. It's ideal when you have a temporary situation to deal with or you need to move fast – fly-tipping, carnivals, festivals, and sporting events, for example.

Attach it to a lamppost, high-hanging street sign, traffic light, whatever you need. It streams securely over our Wi-Fi, 3G, and 4G networks and can record straight to the camera (a feature known as 'edge' recording). And with its remote controlled pan and zoom, you'll be in total control.

### **Mobile control centre**

This Windows-based Command and Control software lets you see your mobile surveillance portfolio from anywhere, giving you full in-the-field control if you're working in a fast-paced, fluid environment (in the back of a Transit at an outdoor public event, for instance). It works on most laptops and PCs and can integrate with most UK CCTV Command and Control software platforms.

## How our Mobile Surveillance portfolio fits together



### Watch live CCTV images on your smartphone or tablet

The Mobile Surveillance Client app is invaluable for law enforcement operations and field operatives. As an operative on the street, you can watch feeds from the local CCTV network to follow your suspects in real-time. Not only can this help you apprehend suspects quicker and more effectively.

Not only can this help you apprehend people quickly and effectively, suspects back in the interview room often admit offences when presented with the video evidence, speeding up the arrest and prosecution process and reducing the need for bail and costly overnight stays in police cells.

### Turn your smartphone or tablet into a surveillance camera

Install our Mobile Surveillance Camera app on your iOS or Android smartphone and you can livestream video securely back to the Command and Control centre. It's ideal for first responders and field-based operatives.





## We don't work alone, we partner with the best in the business

And because we work with the best, we can help you implement the smartest technology. We've long been a linchpin of the UK surveillance industry, bolstering public safety and security, bringing together top-notch technology and services in our end-to-end managed surveillance solutions.

Cameras, transmission, video management, data storage and retrieval, LAN, installation, maintenance, training – it really is the complete package.

We do everything so you don't need to worry about anything.

### Meet some of our key partners

We know how to integrate technology from numerous suppliers to give you an affordable, best-of-breed solution that does exactly what you need it to. Local authorities, government, and police forces across the country have been trusting us to deliver world-class CCTV for over 25 years.

They know we thoroughly understand the market and constantly assess the latest equipment, services, and techniques. We know which technology matches whatever you need it for, from keeping an eye on traffic breaking down to staking out drug dealers breaking bad.



# To see what we can do, look at what we've done

We are already working with many police and public sector organisations across the UK, providing innovative, cost-effective surveillance systems, helping to build safer, smarter cities.

We know how to help you manage safety for events on a grand scale. We were there supporting safety and security at the 2012 London Olympics, but we've also been there when safety has broken down.

It's our networks that have been helping the police and counter-terrorism investigate atrocities on the streets of the UK since 1993, when the urgent need for high-quality, comprehensive video surveillance first became painfully evident. The Warrington bombings prompted nationwide investment and development in public CCTV.

We've been leading the way ever since.

National incidents and events where BT surveillance networking has been crucial to police investigations or public safety.



## We help local authorities protect the public

We work with over 1,800 public sector customers. We're present in over 80 per cent of the UK's public authority control rooms. We connect over 44,000 CCTV/video channels to control rooms. Our networks carry over half a million images a second – that's 43 billion a day. Every day.

There's an increasing demand across local authorities for surveillance, security, IP migration, and being able to use control rooms for other services, such as smart cities. We're now helping local authorities across the country share services with other authorities so one control centre can handle surveillance for several neighbouring areas.

## Working with public transport, we help keep Britain moving

We understand the challenges and complexities involved in managing transport services and keeping traffic flowing. Wherever you drive in the country, you'll fall under the gaze of at least one of our surveillance systems.

If you're in Greater Manchester, you may have noticed you're getting into fewer jams recently. That's because Transport for Greater Manchester have invested in our rapidly deployable Minicam cameras.

'We've got large fixed cameras sited around the city but the Minicam is excellent for more ad hoc situations. Because we can deploy it rapidly – attaching it to a traffic light – we can get to grips with situations really quickly.'

Martin Mildenhall, ITS Engineer, Transport for Greater Manchester



## Evidence that stands up in court

### Working to stop crime, from the street to the court room

Our cameras, networks, Command and Control centres, software, and analytics are helping police forces across the UK to apprehend criminals and bring them to justice. Surveillance technology plays an important role throughout the process, from capture of an incident on the street, to charging the suspect at the station, to securing a conviction in the court.

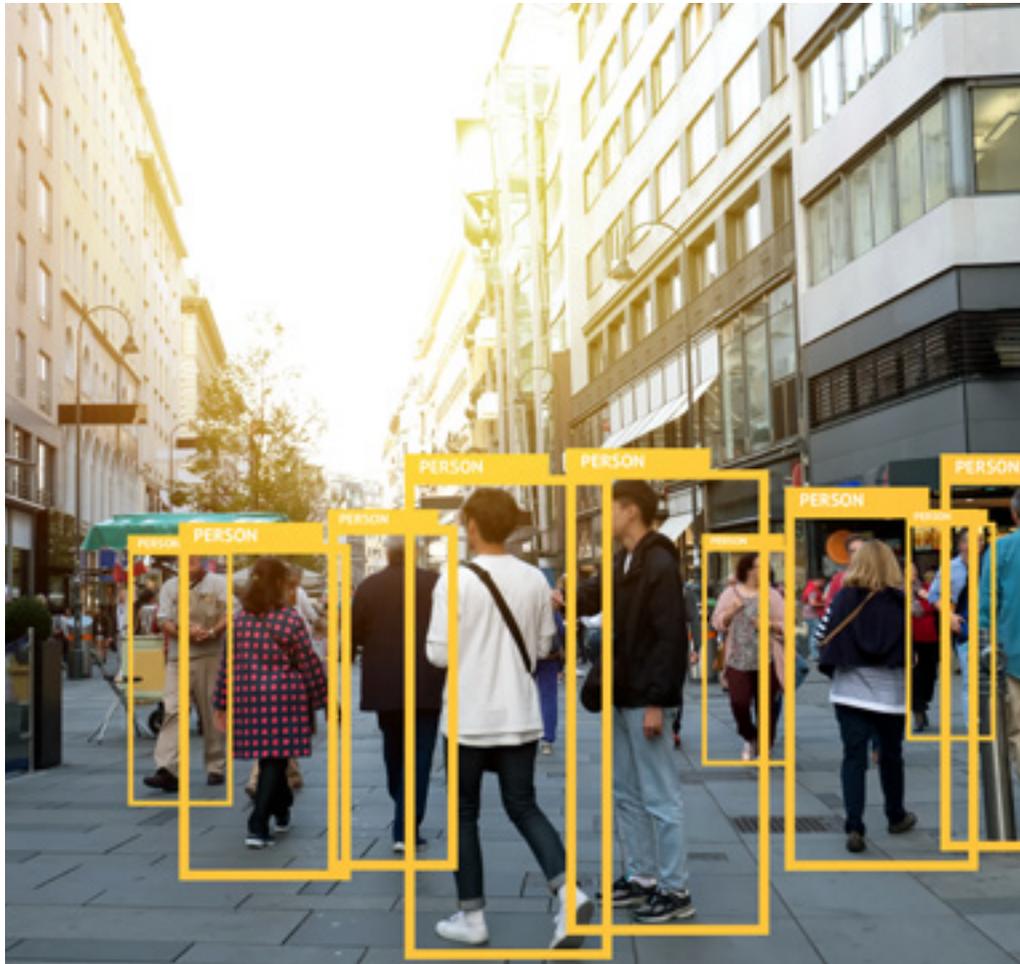
High-quality CCTV evidence is persuasive, both in and out of the courtroom. Confronted with video evidence at interview, many suspects realise the game's up and confess earlier than they may otherwise have done. Compelling video evidence also plays a part in the Crown Prosecution Service deciding to send a case to court in the first place. And juries find clear, high-definition video footage hard to ignore.

### High-quality CCTV: an arresting proposition



# Making your city smarter

Building and running a smart city means you can make the right decisions quickly and react faster, redirecting resources to where they'll be most effective. Make your city more attractive, your services more efficient, and your communities more personal to your citizens and visitors. Make it smart.



## Got a surveillance system? Get smart

Your control room is the nerve centre of operations, managing automatic alerts from a network of sensors.

You can capture video feeds, sensor data, and alerts from a huge number of sources: remote or body-worn video, personal healthcare monitors, fire and intruder alarms, flood and pollution sensors and more, all using our fixed or 3G, 4G, and low latency 5G EE mobile networks to guarantee the best connectivity.

Exploit your existing cameras, points-of-presence for new sensors, surveillance network, and the Command and Control centre: it's an asset that's capable of more than just running your surveillance network. With networks of sensors and the Internet of Things (IoT), there are countless ways you can improve the lives of your citizens, workers, students and tourists. For example –

- Offer free public space Wi-Fi.
- Improve mobile coverage.
- Activate flood defences before there's any damage.
- Monitor air quality.
- Make travelling in the city easy with 'smart' parking.

## The future of smart cities is giving us a lot to look forward to

Many cities are already using IoT technology to help meet the demands for a more connected population.

### Where it's working today

Gloucester City, Leicester City, and Thanet councils are providing free Wi-Fi for their citizens and visitors using their CCTV/surveillance network.

### What's coming next?

As well as improving the lives of citizens, boosting local businesses, and inspiring visitors, smart cities will bring –

- Better event and incident management with remote barrier controls.
- Smart parking, less congestion, and accurate real-time transport updates.
- Profiling: people, transport, demographic, type, congestion, and flow.
- Environmental monitors: temperature, flood, and pollution alerts.

# In a changing world, we're a partner you can trust

As BT Redcare Surveillance, we've been keeping the public safe and secure for over 25 years, supporting local authorities and police forces across the UK.

Now, as Surveillance Solutions from BT, we're building on that experience and expertise.

## **Real-time surveillance for life and death situations**

To have any chance of stopping it, you need to be able to see criminal activity as it happens. And if someone's critically injured, every second really does count when it comes to getting the emergency services on the scene.

We deliver network connectivity directly to the camera in the street. That's why our CCTV is real-time. No buffering, no delay, just evidence-quality video images capturing real-life as it unfurls.

## **End-to-end managed service that covers everything**

We don't just deliver astounding technology, we deliver everything you need for a world-class surveillance operation: cameras, columns, fixed and mobile networks, management platform, video storage, training, and a fully-designed and equipped Command and Control centre (and that includes the walls, chairs, and desks!). And then we'll maintain it for you.

## **We're in it for the long haul**

We're part of BT, the UK's biggest and oldest telecommunications company. We're a resilient, financially stable organisation that you can rely on to always be there for you.

## **We're on several Crown Commercial Services frameworks**

If you're in procurement you'll know that Crown Commercial Services (CCS) frameworks help you cut costs and get moving fast. With no need for tender and significant savings on the contract, sourcing our services through the CCS framework speeds up your procurement process so you can be in action swiftly and for less layout.

Our fixed-price contract options help you plan your local government budgets over the long term. We offer five, seven, and 10-year contract options.

## **We have the portfolio, no matter what you need**

We've got you covered, every step of the way. We'll consult with you, then design, supply, and install everything you need from the Command and Control centre onward: fixed, mobile, and body-worn cameras, fibre and wireless networking, video management software, storage and edge recording.

We can manage the delivery of your entire surveillance system. And we'll even install street columns and complete civil works. It's a complete, end-to-end solution.

## **We're the UK's biggest communications provider**

You'll find our surveillance technology in over 80 per cent of the UK's public authority surveillance control rooms, working to protect the public and keep the country moving every second of the day. And we've been doing that every second for over 25 years.

## **We understand surveillance and security**

We've been working with government, local authorities, and the police for a long time now. They trust us with their highly sensitive surveillance operations because they know we deliver the best service. But also because we know data and cyber security, and we security-accredit all of our people.

## **We can help you build a 'smart city'**

The Command and Control centre is an asset that's capable of more than just running your surveillance network. With networks of sensors and the Internet of Things (IoT), you can use the data to run your city more efficiently, helping to improve the lives of your citizens, visitors, and tourists. Make a smart move. Talk to us about smart cities.

Stay safe. Contact us about  
surveillance solutions today.

For more information, head to [bt.com/surveillance](https://bt.com/surveillance)  
**0800 032 0025**

#### Offices Worldwide

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