

Sandbanks Marina

This customer came as a referral from our network video recorder (NVR) developer and manufacturer, Modern Security Solutions, who requested us to help Sandbanks Boatyard and Marina Company Ltd after their existing CCTV contractor had previously let them down.



What was the Problem ?

Covered by six cameras, 4 static and two high-end Pan Tilt Zoom (PTZs), Sandbanks Marina is a luxury marina and boatyard development where boats and jetskis of all sizes can be moored and stored. Following extensive refurbishment, the customer required supply, installation and set-up of a new network video recorder plus training on the NVR's user interface for key staff.

How did Effective help ?

With the customer located in Poole, Dorset, it was necessary to identify over the phone the existing set-up and, in the fairest way possible, price the work accordingly.

Our task once on site was to assess the optimum camera positions, their settings, views and focal ranges and then to set about installing the network video recorder. We discovered a couple of the cameras to be slightly out of focus and identified that one of the Pan Tilt Zoom cameras (a Panasonic) was not working at all, the problem being a defective cable.



Installation of the NVR went without problem and we were able to show the customer some of the AFIANT NVRs excellent features, how to operate the user interface to retrieve and take snapshots and footage from archive material, how to set Pan Tilt Zoom presets and also auto-pan the cameras which they found very useful.

What our customer had to say :

'Effective Vision were helpful in resolving a difficult position left by another supplier. They sourced, installed and programmed our system to the expected level as originally planned for. We are now delighted with the system as it now works correctly with no problems. The staff were very helpful in all explanations of work being carried out and with the operational training. As this is a newly installed system, maintenance has not been required as yet, we will have to wait and see if this lives up to the high installation standards. These guys know these systems and I can recommend their work quality.' Jem Mills, Manager, Sandbanks Marina

Postscript :

Following our visit, the customer experienced two incidents, one which included theft. Dorset Police requested stills and video footage of the incidents which we assisted in extracting from the archive material and the Police Sergeant on the case was able to see the system in action. He praised the quality of the images and went as far as to say that, in his experience, he hadn't seen anything quite as good in terms of image quality.

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