**News**

# Vanderbilt's SPC: A Multi-Pronged Solution to Retail Security



*We all know that crime reduces the profitability of retail businesses, from small individual shops to large scale, multi-story shopping centers. But the loss to companies is much more economically significant than most people probably realize. For instance, global retail crime is now estimated to be in the upwards of $123 billion each year.*

One weapon in Vanderbilt's arsenal for retail solutions is SPC, the award-winning intrusion detection system. SPC protects businesses, properties, and assets for users who want an intrusion detection system that offers versatile operation and comprehensive alarm management functionality. Using cloud services, end-user apps, and a dedicated software suite, SPC is at the forefront of modern intrusion detection.

If a retail outlet is looking for a security solution that is an IP and GPRS-based system that can be centrally managed from a remote location, then Vanderbilt's SPC is an ideal first and last line of defense. SPC software uses an always-on IP communication system to provide continuous monitoring of key status information such as panel set, panel unset, or panel partially set.

## Retail Security: SPC in Action

Alex Holmström is the Director of Sales for Northern Europe and the Rest of the World at Vanderbilt. "When established at a retail outlet for example, SPC can help control every entrance and exit, including staff entrances. Importantly, it can log activities, provide authorized personnel with consolidated reports of intrusion or access attempts and door activities, and also allow codes to be changed and problems pinpointed," explains Holmström.

Additionally, the SPC Connect app can also be implemented to better aid the retail sector in dealing with security issues. For instance, through the SPC Connect app, retail staff can receive real-time security alerts, which can then be immediately investigated and acted upon if necessary. When an alarm is triggered, a push notification is sent to the SPC Connect app, and then, with the IP-cameras connected to SPC, the live video feed can be examined further through the app. All the user's interactions through SPC Connect are secured with financial grade SSL security, giving peace of mind alongside powerful control.

## Milestone Integration

Further deepening SPC's appeal to the retail sector are the system's strong integration capabilities. This greatly increases its functionality as a key retail solution. For instance, the SPC-Milestone plugin allows users to trigger off events and control SPC systems from within the Milestone system. The plugin is aimed at improving the system user's experience by providing a bi-directional communication strategy with the enhancement of a powerful surveillance solution.

The instant and remote access to any potential alarm help save a huge amount of time for those involved in maintaining the system. Ross Wilks, Head of Marketing Communications at Vanderbilt outlines this particular aspect of the collaboration: "For example, through the plugin, when an alarm has generated the icon on the system's monitoring screen will go red, cameras can be triggered, and the Milestone client can display the relevant information. By right-clicking the icon, the status of the alarm can be checked, and a further right-click action will restore the alarm and switch the icon back to green."

## Interfacing Internally

As well as third-party integrations, Vanderbilt's SPC intrusion system also interfaces into Vanderbilt's ACT access control system. Through this collaboration of products, Vanderbilt's FlexC communications' protocol provides a highly secure multipath communications system that enables easy configuration of event transmission strategies to independent alarm organizations. Here, SPC integration provides a single interface security solution with a real-time view of SPC zone status in ACT Enterprise. System users can also view SPC events in ACT Enterprise, send commands to SPC such as set or unset, isolate or desolate, inhibit or disinhibit, and restore graphical maps.

## Retail Security and Wireless Devices

On top of the significant depth offered by SPC's remote monitoring and integration capabilities, another feature of the SPC portfolio that offers specific strength to retail security is the wide range of SPC Wireless devices. Holmström picks up this point and details why SPC Wireless is ideal for the retail sector in particular. "These are aesthetically

appealing in design and ideal to fit in with retail environments, complimenting the surrounding environments of a modern retail store. These devices are also quick and easy to install, meaning less disruption to the store.

"Moreover, the SPC wireless detector range can extend to 500 meters meaning one single detector can generally cover a single retail outlet. This proves more cost effective than having to wire an entire building with cable. Therefore, this cuts down on install time and ultimately cuts down on expenses for the retail owners."



## Protecting Staff

Of course, in retail, it is key to protect staff at all times and SPC has several features to execute this requirement, one such example being the "All Okay" function. Simply put, this is a step that the user performs to signal everything is okay when they unset the system. SPC provides multiple options for what this okay signal can be, and there are also multiple elements that can trigger the signal.

The SPC system can be configured to have this functionality for certain areas and the time and action can be defined for what will happen if the signal is not given. The core element

of this added functionality is that it is easier for staff to remember to perform the necessary action when in a situation of extreme duress and pressure.

## Responsive to User Needs

"All in all, Vanderbilt understands the multi-layered issues faced by the retail industry, and we firmly believe that the SPC intrusion detection system is agile, adaptable, and flexible to respond to these specific retail requirements and pressures. SPC is continuously evolving to meet the ever-changing needs of the modern market and is truly a dependable solution that retail owners can rely on," summarizes Wilks.

Learn more about SPC!