



CARNEGIE HALL SYMMETRY™ TAKES CENTRE STAGE AT CARNEGIE HALL

Carnegie Hall, one of the world's most important stages for great music, theatre and dance, needed to upgrade its outdated video system. Their DVRs, which were not on their network, were archiving beyond their storage capacity and failing. The cumbersome system was separate from their access control system, forcing their security staff to manage two systems.

TriTech Communications and G4S Technology teamed together and presented Anthony Strano, director of security at Carnegie Hall with G4S Technology's Symmetry™ Video solution and Edge Network Video Server (ENVS®). G4S Technology's Symmetry ENVS integrates with Symmetry Professional, Carnegie Hall's existing access control system. The integration would allow Carnegie Hall to continue using their analog cameras as well as allow them to upgrade to IP cameras in the future.

TriTech updated Carnegie Hall's Symmetry software to the latest version so they could utilize Symmetry Video within their Symmetry Professional software, installed a new server dedicated to security and implemented rack mounted ENVS's to replace the existing DVR's. Additional video storage was also accommodated by leveraging Carnegie Hall's existing off site SAN.

Symmetry Professional with Symmetry ENVS allows Carnegie Hall to link its 57 cameras to all the door contacts. If a door forced alarm or door prop alarm occurs, it will automatically pull a camera up and show an image of the door in alarm. Monitoring people in public spaces and the in the back areas of the building is a challenge.

Being in the entertainment business, a wide range of people are coming and going throughout the day and night to prepare for the next event. Whether they are entertainers, staff, vendors or contractors, security officers can never really tell who is going through a door they are monitoring because the doors are not controlled by card access. Prior to the Symmetry integration, the security officer would physically watch every door and who was going through it, all on one monitor with several tiny images.

"Now with the integration, when a door opens it causes an alarm and the Symmetry ENVS will pull up screen shots of the people going through it," said Engblom. "The security operator is looking at video with actual activity rather than watching stagnant video so the security operator can be far more efficient, said TriTech's Operations Manager, Alex Aristides.

Carnegie Hall Director of Security, Anthony Strano felt that working closely with the IT department through this process was the best way to go to get the best security management system for Carnegie Hall. He's seen the security industry tilt towards the IT arena and has had a great experience learning from the IT department.

"We bought Symmetry Professional software because it gave us the ability to network it so if we ever have other staff that had to work off site or if we had other storage needs that were off site, we were able to pull alarms and cameras that can really communicate with our software back to our home office at Carnegie in New York," said Strano.



"The IP capability allows us to have remote viewing"

A primary function was to get an ID system so all employees and workers were on the same database. Every employee, from ushers to telemarketers, are in the system and wear a badge that doubles as a proximity card. The HR department primarily handles the ID capabilities for the employees. Strano assists the contracted security company with IDs for outsourced employees. Badge design has been a great enhancement to the ID system. Different badge designs have been created for different employee groups differentiating outsourced and full time employees.

The main corporate entrance has a card reader on the door. All employees, contractors, artists, etc. use the stage entrance door, which is manned 24/7 by a security guard.

Carnegie Hall's 57 cameras are located in the main public areas, backstage and main office areas. The Security Dispatch Center is near the stage door entrance where a security officer is stationed around the clock and watches four monitors.

All perimeter doors are monitored by Symmetry. Carnegie Hall takes up an entire city block. The perimeter doors are covered with cameras. In addition to the box office door and lobby door, the few delivery doors used by crew members to haul in stage equipment are monitored with cameras. Moving inside, the interior lobby and every elevator are covered, including residential and commercial tenant elevators and the performance elevator. Cameras are located in the backstage areas and performance spaces, as well as at the reception desk.

"We are covered in terms of movement within Carnegie Hall – that's our corporate staff, patrons and visitors," said Strano.

The main entry door is the only door available for after hour's usage so the security staff can closely monitor everyone who enters. Senior staff and the executive artistic director can also monitor those sensitive doors. Symmetry notifies them if a door has been tripped, and security immediately investigates it.

Strano runs a daily morning report to check door contact alarms. Approximately 30 doors are armed each evening. The reports identify if any door was tripped throughout the night.

Outside contractors, restaurant associates and different staff members are often in the building after hours. If an alarm is tripped, they view it in Symmetry and write it in the history of the software. For example, "Engineer had to go into the kitchen to check out the ventilation system at 2 am."

Strano set up different configurations into Symmetry. One is elevators only. Another layout is the main lobby entry points only. Another is 36 shots of the performance space. The security officers track alarms and put cameras in different configuration and also different sequential modes to best monitor and track events. Symmetry is easy to configure and customize according to Strano's needs.

Putting cameras directly into the software gives myself and our senior staff the capability to watch whatever configuration they wish at their office desk, which is a great enhancement for us," said Strano. "The software has given us remote access to all of our desktops, which is a great advantage - we can use our PDA and other computers. I can play back video at my desktop remotely and emailing to HR or the building service director has been a great advantage. Running reports has been another."

"The Symmetry software is tremendous; we have a great relationship with Tritech," said Strano. "We are hoping to enhance the system as we progress. The IP capability allows us to have remote viewing capability and I see us moving in that direction. G4S Technology and Symmetry will help us get there."



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