

# Scandlines AG ensures harbor safety with digital video surveillance.

**"This system is the most modern, and makes it easy to expand our security solution. That is important for us: now that we have digital surveillance of the harbor terminals, we want to use it on the ferries and integrate it with retail security in the boutiques onboard."**

- Vagn Klog, Claims Manager at Scandlines AG



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## ◆ The Challenge

Scandlines has complex needs when it comes to their video surveillance. They have different types of businesses to manage in one organization: ferry transport and harbor control with traffic coordination, ticket sales and travel planning, catering in restaurants, and retail sales in boutiques – occurring both in their harbor terminals and on the ships.

## ◆ The Solution

Their new security solution runs on an open platform using Milestone Systems Xprotect Business with a combination of color and black/white network video cameras – all installed by AC Sikring A/S.

## ◆ The Benefits

Scandlines has a security system that is future-safe, flexible and scalable, with the ability to add new cameras of their choice anytime – quickly and easily. The solution is installed to prevent terrorism and vandalism, and to provide a safer environment for personnel and passengers. They also use the system for more than just surveillance – it is a work tool for the bridge guards to maintain overviews for better coordination of the ship and traffic arrivals, departures, loading and unloading of cargo.

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Scandlines AG is one of the world's most frequently running shipping companies. With almost 160,000 departures, they annually transport with their ferries circa 20 million passengers, 4 million cars and about 900,000 trucks. They manage 18 ferry routes between harbors in a triangle symbolized by their company logo, marked by the boundaries of Denmark, Germany and Sweden. With a new project called 'Via Mare Balticum' (Through the Baltic Sea), the company is now expanding their routes to include new European Union members in the Baltics.

Today there are 2,600 German and Danish employees in Scandlines, managing the harbor traffic around the Baltic Sea or working in the catering or retail businesses onboard the ferries. Scandlines' diverse activities demand great flexibility from their security system.

Security is a critical parameter for Scandlines' success – and they have chosen to build this up around a Milestone digital video surveillance solution, sold and installed by AC Sikring A/S.

### **New strategy for central control**

Scandlines AG was created in 1998 by the merger of Scandlines A/S in Denmark and Deutsche Fährgesellschaft Ostsee GmbH in Germany. This fusion brought changes in the organization from being driven by local operations and marketing to central management with a set framework that provides more efficient service overall.

"This means that customers can count on the same good experience when they travel with Scandlines regardless of where they use our services: in Denmark, Germany, Sweden, or the Baltics," says Vagn Klog. "It's all about transporting people and goods as safely, quickly and securely as possible. Another very important function in the company is our catering division that serves food and drinks, and the supermarkets on the ferries that sell beverages, chocolates, etc. On the international routes there is also the sale of tax-free items like perfume, liquor, tobacco, cosmetics and clothing."

Vagn Klog is the Claims Manager at the Scandlines corporate office, in the division for Insurance and Claims, where they also handle risk management for the organization.

"Our main responsibility is to prevent unwanted situations," explains Vagn Klog. He works closely with the different harbors, and they contribute their experience. Among these is Helsingør Harbor on the Northeast tip of Denmark just across from Sweden, where Henrik Kristensen is the Harbor Coordinator.

"We focus on servicing our passengers with transportation, food and retail purchases – the entire experience of travelling with Scandlines," states Henrik Kristensen.



### **New security system – also centrally planned**

The company got new management in 2004. In line with the overall strategy to manage the concern as a united organization (with the same management for both Denmark and Germany), it was natural to take the same approach with their new video surveillance. A network-based digital solution provides the ability to control centrally with local coordination – and to eventually integrate the surveillance with other systems.

"Our old monitoring system was analog in separate units that got very worn out – it was totally outdated," recalls Henrik Kristensen. "For example, our retail shop here in Helsingør Harbor had three cameras and two monitors standing right beside the registers, and it just made basic recordings on videotapes."

Videotapes require a lot of time to search through, to view the day's activities or find a particular event. In addition, the tapes take up a lot of storage space. Milestone's digital solution archives all important recorded images in the computer database, where they can quickly and easily be searched by time or location.

Henrik Kristensen says that Helsingør Harbor was planning a major reconstruction of its buildings, so it was a natural choice as the first Scandlines location to implement the new security solution. The passenger terminal was rebuilt, with the retail shop moved one flight up and the ticket office moved down to street level. At the same time, new network cables were laid for all their system needs, including the surveillance.

### **Future-safe, flexible and scalable**

Discussions about a new security system began back in January 2003. Scandlines took offers from various security vendors and many had good suggestions, but AC Sikring was chosen as the final installer, among other reasons due to their solution with Milestone Systems software.

"This system is the most modern, and it's easy to expand our security solution," declares Vagn Klog. "That's important for us because even though we're concentrating on surveillance in our harbor terminals now, it is also our plan to install the new solution on the ferries instead of the old analog systems we have today."

"There are many features in the Milestone system that are very useful for Scandlines – it is the newest technology," states Henrik Christensen.

### **Development opportunities**

"There are multiple development options with the new digital system," continues Vagn Klog. "And upgrades are easier. It will be an ongoing process where we can work with a division that's lagging, make changes or expansions, try something new – that's the whole idea with it."

Scandlines has bought the Milestone flagship product called Xprotect Business. With a PMA (Product Maintenance Agreement), AC Sikring has ensured that the customer will always have the newest version of the software, so Scandlines can always count on having the most advanced functionality in their network video surveillance.

### **Fast implementation**

"At the end of August 2003, our order was sent to AC Sikring. We got our IT department involved so they could test to ensure systems compatibility. Scandlines coordinates all network solutions because we have rather large transmissions of data from the harbors to Copenhagen's main office," reports Vagn Klog.

Barely two months later, everything was installed: cables, cameras and the software. Training took place right after that for all the bridge officers – those who monitor the harbor traffic.

Scandlines is using mostly Samsung cameras and some Sanyo models. The outdoor installations have sunscreens and heat insulation to keep humidity out of the recording equipment. Others are designed specially for the light conditions at night.



### **Good overview – an important work tool**

"Our bridge patrollers can use the surveillance system to see how many trucks and cars are in the traffic lanes getting onto the ferries. It allows them to quickly and precisely organize on/off-loading of the ships. It provides a very good overview of large physical areas for better coordination and service," cites Henrik Kristensen.

"This is a very important work tool."

Beyond this use of the solution, Scandlines also now has solid proof of any suspected security incidents, for example, in assistance of the personnel who may have problems in the ticketing area, or passengers waiting in the terminal – especially at night and on weekends when some people may not behave soberly.

#### **Quick evidence**

With their new Milestone system, Scandlines can send recorded images of suspects to the police – quickly and easily.

“I did that just yesterday!” smiles Henrik Christensen proudly. He had not yet had time to receive any training in the software, but reports: “It worked just fine. I found four image files I needed and burned them on a CD that was sent to the police.”

#### **Works both ways – as prevention and proof**

Periodically, the company has had problems with vandalism and theft. However, the most common incidents stem from rowdy, inebriated passengers in the Helsingør Harbor.

“The three drunk guys I found video images of yesterday had also shoplifted in the boutique before they went on to vandalize some vehicles outside. But we got some good photos of them sent off to the police to help clear up the matter.”

Scandlines will now put up visible signs around the harbor to inform people that there is video surveillance in the area. This is both in line with Danish law and to act as a preventive measure. It is also comforting for passengers to know that they are in a secure environment.

#### **Strict about security**

Like all shipping companies, Scandlines follows the provisions of ISM (International Safety Management), which ensures that all security procedures and systems are documented. These contribute to raising the levels of safety at sea. Scandlines by July 2004 shall also establish security measures against terrorism in accordance with the international ISPS code (International Ship & Port Facility Security). Such preparations include regular security exercises carried out within Scandlines and in cooperation with the authorities.

The bottom line is that Scandlines makes security their highest priority. They are taking a leading position in establishing the best security system available – now and for the future.

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See more at [www.scandlines.dk](http://www.scandlines.dk), [www.ac-sikring.dk](http://www.ac-sikring.dk), or [www.milestonesys.com](http://www.milestonesys.com).