

# Navarre Corporation



## Challenge

Navarre relied on an analog-based surveillance system as a way to increase security and aid in investigations, but found the system unreliable for capturing high-quality video when incidents occurred. Even if the system recorded relevant footage, searching through it was an arduous task. Faced with the opportunity to upgrade its existing technology, Sam Hildebrandt, Director of Operations, for Navarre Corp., immediately set forth on a search for a security management platform that would enable the company to migrate to a complete IP-based system.

Specifically, the company required a system that could take advantage of its robust IT backbone, enable multiple users to access the system from remote locations and streamline

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investigations through the use of intelligent search functions and video analytics.

"Security is a priority for the company and our customers," Hildebrandt said. "I knew a platform that would enable us to capture and easily manage video, and integrate with other IP systems would provide a high return-on-investment."

The operations team at Navarre was specifically looking for a solution that could help the company correlate data from multiple systems through a single user interface to maximize security operations. It also wanted to have the capability to remotely access and share surveillance footage with other departments within the Navarre organization.

## Solution

Hildebrandt along with Mark Sargent,

## Customer Profile

Navarre Corp.

Minneapolis, MN

Navarre Distribution Services and Navarre Logistical Services are subsidiaries of Navarre Corp. that together provide North American retailers and their suppliers with agile distribution and returns management, third-party logistics (3PL), online fulfillment and custom marketing programs, all powered by a best-in-class systems infrastructure and collaborative support teams. With a more than 25-year track record of connecting strong brands with smart logistics and unmatched service, the company helps its customers pick, pack, ship and sell more profitably. Established in 1983, Navarre Corp. is headquartered in Minneapolis, Minn., and has offices in Bentonville, Ark., and Toronto, Ontario.

Security Manager, Navarre Corp., reviewed various management platforms including the NLSS Gateway from Next Level Security Systems. The NLSS Gateway is a security management system that integrates networked video management, IP access control and video analytics in a single unified solution. This approach allows data from these traditionally separate subsystems to be correlated without custom integration, while combined data is available to users through a single, intuitive user interface. The combination of these applications into one platform provides users with a comprehensive view of its entire security operations.

"There were a number of things about the system that intrigued me," Hildebrandt said. "The size and space requirements of the platform are extremely minimal, and the price point is beyond competitive. But it was the incorporation of multiple subsystems into one unified

solution that I thought could provide the most value to the organization."

Furthermore, the NLSS Gateway met the other stringent requirements of a new solution as it included video analytics and integrated access control, provided a Web interface for off-site user access, included integrated video analytics and offered remote managed services. Sargent decided to put the solution through a rigorous testing process to make sure it was the right choice and subsequently, chose a Navarre facility in the Southern

## Results

Navarre installed the NLSS Gateway in its Texas facility in place of its prior DVR solution. Sargent said the NLSS Gateway was easy-to-deploy and its auto discovery function immediately discovered available camera feeds. "It was truly plug-and-play. We didn't need IT support," he said. "Overall, the installation process took only 30 minutes."

At the facility, the NLSS Gateway manages video feeds from digitally encoded GE Security surveillance cameras and two PTZ network video cameras from Axis Communications. Facility managers with no prior experience using traditional security technologies manage the system on-site. Even so, Sargent said the team was able to quickly get up-to-speed as the user interface on the NLSS Gateway is designed based on technology interfaces found in the consumer market.

"The system is ideal for users that have limited experience with security technologies," Sargent said. "It is incredibly user friendly and those with no experience with the system have no problems using it."

The combination of video management, IP access control and analytics provides an enhanced view of security operations as data from these systems are correlated and presented in a unified manner. Also, these systems run on the same hardware as the other software components and the user interface is fully integrated with the other integrated components. The power of the separate systems is greatly enhanced when alarms or events are correlated with those from other functions.

"The ability to gather information from these systems in one interface is extremely beneficial," Hildebrandt said. "If this is not the way the industry is going, it should be. We now have much more awareness over our security operations than possible with prior technologies."

Navarre has been able to lower the cost of investigations by leveraging the NLSS Gateway's intuitive search capabilities that allow security personnel to rapidly pinpoint relevant video rather than manually searching through hours of footage to investigate an incident. Furthermore, video analytics "make our jobs easier, whether a simple tripwire is tripped or multiple alerts show I am having issues in a particular area," Sargent said. "Before we had analytics, we were working off our best guess of when a particular event occurred."

### Customer

Navarre Corp.

Minneapolis, MN

### Challenges

Migrate from analog to IP-based security

Gather more data from its security system

Capture high-quality video

Ease search through the use of intelligence

### Solution

NLSS Gateway

### Results

Correlated information from multiple systems presented in a unified manner

Reduced costs through the use of remote managed services; limited travel and maintenance

Minimized operator training

Security operations streamlined

Lowered overall cost of investigations

*"I always look for innovation and creative approaches to new technology, and I found both with Next Level's solutions. The decision to implement the NLSS Gateway in our organization is the best long-term decision for us." - Sam Hildebrandt, Navarre Corp.*

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### **Remote Management Services**

Companies like Navarre that manage multiple facilities require mobility from their security systems. The NLSS Gateway makes day-to-day tasks efficient and more secure through its NLSS Remote Management Service. This service offering provides users with the ability to access, configure and monitor all features of their security system from anywhere and at any time through web browsers and mobile devices, eliminating the need for on-site support.

"The remote service is extremely beneficial to our group as it enables us to access and share video with other departments or sites quickly and easily," Hildebrandt said. "For example, our maintenance department uses video to monitor diagnostic issues and maintenance problems remotely. This capability limits unnecessary travel, and therefore saves money and time."

The ability to share video provides the asset protection team with more freedom and flexibility, he said, as the ability to access relevant video streams enables management to quickly diagnosis what is occurring in a given moment.

The Navarre team was impressed with the results from the NLSS Gateway that they have initiated a rapid roll-out of the system at a distribution facility at its headquarters in Minneapolis and a warehouse in Toronto. When those installations are complete, approximately 100 camera feeds will be controlled by the Next Level platform.

"I always look for innovation and creative approaches to new technology, and I found both with Next Level's solutions," Hildebrandt said. "The decision to implement the NLSS Gateway in our organization is the best long-term decision for us."