



## Challenge

Pan Nordic Logistics, the Nordic region's leading transportation logistics company, needed to ensure greater asset protection across the entire supply chain.

## Solution

Pan Nordic Logistics installed 15 Avigilon HD cameras, ranging from two to eleven megapixels to monitor all entrances and exits, dock doors, the main logistics terminal, the checkpoint for drivers, and the drivers' lunchroom. To leverage their investment in 22 analog surveillance cameras, the company deployed seven Avigilon Analog Video Encoders. With access from four monitors, the team seamlessly manages the Avigilon HD Surveillance System using Avigilon Control Center network video management software with HD Stream Management and installed five Avigilon HD network video recorders (NVR) to store up to 37 days of continuous video.



## Benefits

Pan Nordic Logistics can now conduct investigations 50 percent faster than before, saving time that can now be used for other tasks. Avigilon's enhanced image quality offers the evidence needed to prove the company's innocence when facing claims of lost or stolen goods. By eliminating the cost of having to cover false claims and expediting investigations, the Avigilon HD Surveillance System will pay for itself within three years. By making surveillance a priority across the entire transportation and logistics supply chain, Pan Nordic Logistics can reduce the risk of both external and internal theft. Surveillance has now become a critical investigative tool, delivering superior and reliable evidence to confirm and convict.

- *Reduced risk of theft*
- *Faster investigation*
- *Reliable evidence*

## Nordic Region's Leading Transportation Logistics Company Delivers Reliable Asset Protection with Avigilon HD Surveillance System

The transportation and logistics industry has remained relatively unchanged when it comes to the modes of transport used to deliver goods around the world. However, the value of the goods being shipped today has changed, rising dramatically over the years. Consequently, the risk of theft has also escalated, now in excess of \$11 Billion US annually in Europe alone. Adhering to the strict security guidelines set by the Transported Asset Protection Association (TAPA), Pan Nordic Logistics, the Nordic region's most comprehensive parcel distribution company, has deployed the Avigilon HD Surveillance System to tighten security and ensure greater overall protection against the theft, loss, and damage of goods.



### Ensuring Safe Delivery a Top Priority

Ensuring the safe delivery of goods is a top priority for Pan Nordic Logistics. In fact, the transportation logistics company leverages its advanced security program as a selling feature to attract large enterprise accounts, key to the company's success. "Large enterprise customers list security as a top requirement in their tendering process," explains Bengt-Eric Johansson, security manager at Pan Nordic Logistics. "By deploying only the most advanced security solutions, including the Avigilon HD Surveillance System, we can demonstrate our commitment to ensuring reliable asset protection, which ultimately helps us win these crucial accounts." Adhering to the security standards set by TAPA, which are designed to ensure the safe and secure transportation of assets around the world, is another key competitive advantage for the company.

Not only is surveillance a critical component of the company's business strategy, it has also become an important Human Resources tool, used to protect employees from false accusations of theft and to prove that they have accurately completed their tasks. "To address the very real threat of internal theft within the industry, new hires have always had to undergo a criminal background check, but potential changes to the law may prevent us from doing so in the future," notes Johansson. "With Avigilon's advanced image quality, we are confident we will still be able to successfully monitor employees in an effort to ensure their safety and reduce the risk of unlawful activity on the job."



# Pan Nordic Logistics Case Study



## Newest Terminal Deploys Advanced Surveillance

After seeing a demonstration of the Avigilon HD Surveillance System given by Santek Bevakningsteknik AB, a local provider of surveillance system design, installation, and service, Pan Nordic Logistics selected Avigilon as its HD surveillance vendor of choice. With Santek's assistance, Pan Nordic Logistics deployed the Avigilon HD Surveillance System at its new main logistics terminal – a modern 92,000 square feet facility that can handle four times as many parcels as the previous site and a new 108,000 square foot storage area with pick-up and delivery bays. "I was very impressed with Avigilon's ease-of-use and exceptional image quality," states Johansson.

Pan Nordic Logistics installed 15 Avigilon HD cameras in the new cross-docking terminal, ranging from two to eleven megapixels to monitor all entrances and exits, dock doors, the main logistics terminal, the checkpoint for drivers, and the drivers' lunchroom to ensure optimal coverage. "We would have needed at least 35 analog cameras to achieve the same level of coverage," says Johansson. Two of the Avigilon five megapixel cameras are located on the exterior sides of the building, while two of the Avigilon eleven megapixel cameras are located on each end of the 328 ft long terminal and seven two megapixel cameras are mounted on the roof to monitor delivery trucks as they enter and exit the area.

"We also brought 22 analog cameras from our previous surveillance system to the new terminal which have been placed throughout the building to supplement the Avigilon HD Surveillance System," notes Johansson. To integrate the old analog cameras into the new Avigilon HD Surveillance System, Pan Nordic Logistics deployed seven Avigilon Analog Video Encoders, ensuring better performance and image quality. With access from four monitors, the security team seamlessly manages the Avigilon HD Surveillance System using Avigilon Control Center network video management software with HD Stream Management. Pan Nordic Logistics installed five Avigilon HD network video recorders (NVR) to store up to 37 days of continuous surveillance footage.



## A Boost in Image Quality

Avigilon's breakthrough in image quality was a key selling feature for Pan Nordic Logistics. "The image quality delivered by the Avigilon HD Surveillance System is at least two steps ahead of anything else I've seen – and a remarkable improvement over our previous system," says Johansson. "I am very impressed with Avigilon's picture clarity and zoom definition." The Pan Nordic Logistics main site is a cross-docking terminal that is long and narrow, designed to accommodate multiple doors around the perimeter for loading and unloading. "The Avigilon HD Surveillance System can pan and zoom for greater coverage, especially important because our building is extremely long. We needed a surveillance system that could capture images 328 feet out."

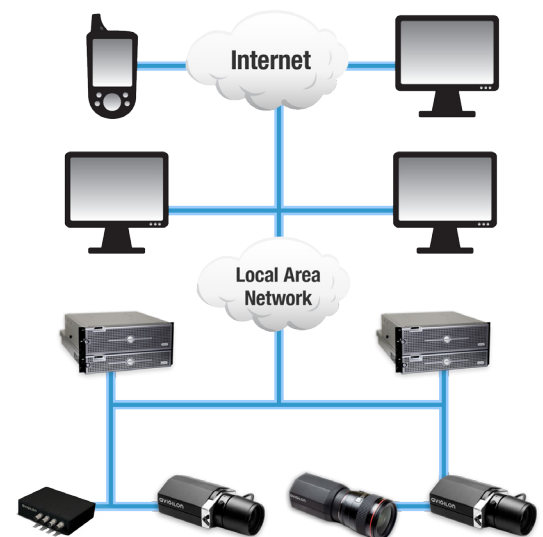
*"The image quality delivered by the Avigilon HD Surveillance System is at least two steps ahead of anything else I've seen – and a remarkable improvement over our previous system."*

## Avigilon Accelerates Investigations by 50 Percent

In fact, image quality is critical in Pan Nordic Logistics' ability to carry out successful investigations and ensure dependable asset protection. Security personnel rely on the footage captured by the Avigilon HD Surveillance System to track packages that are reported lost or stolen. "Because of Avigilon's exceptional image clarity, we can easily track packages from the delivery truck to the facility to the pick-up truck, clearly demonstrating that we have properly fulfilled our obligations," explains Johansson. "The Avigilon HD Surveillance System consistently provides strong evidence that we have done our job."

In addition to Avigilon's superior performance and image quality, the system's simple navigation tools help facilitate investigations, making it much easier to search through previously recorded footage for specific events and incidents. "Avigilon Control Center network video management software, with its advanced video search functionality, makes it very easy to drill down to the minute – even second – to capture very specific details," says Johansson. "Using Avigilon Control Center, we can conduct an investigation 50 percent faster than before – a huge savings in time that can now be used for other important tasks."

Accurate and irrefutable evidence not only minimizes Pan Nordic Logistics' liability in the face of false allegations, it also saves the company from having to cover the cost of invalid claims, leading to significant cost savings. "The Avigilon HD Surveillance System will easily pay for itself within three years as a result of these cost savings and time savings realized in the investigation process," notes Johansson.





## Minimizing Internal Theft

According to Johansson, the Avigilon HD Surveillance System also plays an important role in encouraging acceptable conduct on the part of employees and partners, who have been made fully aware of the company's advanced HD surveillance system. "Our team knows that we can identify individuals and events very easily," states Johansson. "Most internal theft occurs during the 'last mile' of delivery, which is outsourced to our sister transportation companies. By making surveillance a priority across the transportation and logistics supply chain, we can further reduce the threat." Johansson also says that the company is working on developing new ways to raise the minimum security requirements for partners, including expanding the Avigilon HD Surveillance System, to further ensure greater asset protection.

*"With the Avigilon HD Surveillance System, surveillance has once again become a critical tool in our investigations, delivering superior evidence to help us confirm and convict."*

## Surveillance Delivers Clear Evidence

In the past, the security team at Pan Nordic Logistics often overlooked surveillance footage during the investigation process because of its unreliability and poor image quality. "Because our previous analog-based surveillance system was so difficult to navigate and images were next to impossible to decipher, we would often skip surveillance entirely during the investigation process," concludes Johansson. "With the Avigilon HD Surveillance System, surveillance has once again become a critical tool in our investigations, delivering superior evidence to help us confirm and convict."