City of Surat, India

Opportunity

The city of Surat, India, knows the challenges and pain points of a burgeoning population. In addition to approximately 4.4 million residents in an area that encompasses nearly 126 square miles, the city has a high concentration of key industries, including diamonds (a large percentage of the world's supply is cut and polished in Surat), textiles, engineering, oil and gas.

To provide residents and visitors with safer living conditions and fast response in the event of a security problem, emergency, disaster, or terrorist act, Surat is embracing the "Safe City" concept. Spearheaded by the Gujarat state government, the Safe Cities initiative is an ongoing collaboration between the Surat City Police Department and Commissioner, Surat Traffic Education Trust, Innovative Telecom & Software Pvt Ltd. and Verint®. It provides advanced video surveillance and situation awareness, enabling security data to be managed and shared effectively among police, city officials and other critical stakeholders.

Solution

The Surat Safe Cities project was inaugurated by the honorable chief minister of Gujarat, Narendra Modi, and rolled out by the Surat City Police Department and the Surat Traffic Education Trust. One of the first security projects of its kind in the region, the initiative includes deployment of a robust networked video surveillance solution and physical security information management (PSIM) software, monitored in a new, state-of-the-art communications, command and control center (C3).

Phase one of the public partnership project consisted of the specification and installation of more than 100 video surveillance cameras, which are used to monitor major traffic areas along critical entry and exit points in and around the city. The control center includes a 280-foot video wall for centrally monitoring, aggregating and analyzing multiple surveillance feeds. Citywide mapping and graphing capabilities, along with the ability to monitor and assess fire alarms and water levels, help authorities collect, analyze and share the latest information to foster a proactive, rather than reactive, approach to protecting citizens. Evacuation and disaster recovery plans are also part of a comprehensive security plan.

"Our goal is to continue to develop and refine the concept so our citizens feel safe, and residents are comfortable and secure," says Surat city police commissioner Rakesh Asthana.

Customer
City of Surat, India

Industry
City and Munincipality/Critical Infrastructure

Solutions
Verint Enterprise Video Management Software and Verint PSIM

Region
Surat, Gujarat, India

Results
- Provides advanced video surveillance and real-time situation awareness for a jurisdiction encompassing 126 square miles and approximately 4.4 million residents.
- Facilitates quick video distribution and export to support law enforcement investigations and evidence requirements.
- Fosters a proactive, rather than reactive, approach to protecting citizens.

VERINT®

City of Surat, India

" Verint PSIM software allows any city, especially a highly populated one, to provide proactive response and keen situation awareness to public safety and first responders"

– Rakesh Asthana, Police Commissioner, Surat, India

At the heart of the system are Verint Enterprise Video Management Software™ (VMS) and Verint Physical Security Information Management (PSIM™) solutions from Verint. The powerful video management application includes video viewing and distribution, system health monitoring and investigation management. It streamlines security operations and helps C3 personnel quickly assess and react to video and data. A critical component—automated video system health monitoring—helps maximize system uptime.

Verint Enterprise VMS also provides real-time situational awareness, with the ability to export video for investigation and evidence to law enforcement and other authorities. The solution enables permissions to be customized to help ensure restricted and policy-based viewing, while mobile and web-client applications offer officials flexibility in how they can access—and respond to—information.

Verint PSIM ties information together into a manageable solution that provides key parameters, alerts and other resources, helping to enhance security. Graphing capability and 3D layering of alerts and statuses help operators prioritize events quickly, while the solution's open architecture and easy-to-use-and-interpret interface enable multiple users to view events, alerts and video feeds, and more accurately assess the next steps.

Results

Mihir Chahwala, director of Innovative Telecom & Software Pvt Ltd., an IP-focused security solutions installation company and Verint partner, says the PSIM specification provides Surat city administration and police with increased awareness and helps ensure 24/7 surveillance in a turnkey solution.

"The ability to integrate video surveillance into the localized command and control center with Verint PSIM software allows any city, especially a highly populated one, to provide proactive response and keen situation awareness to public safety and first responders," Chahwala says.

Looking ahead, the Surat Safe City initiative will continue. Upcoming phases call for extending video coverage in the city and increasing the number of surveillance locations to more than 5,000 by the project's completion, with integration into a proposed state government surveillance and command center in Gandhinagar planned for the future.

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