

City of Niterói Aligns with Verint Video and Situation Intelligence to Build a Safer, Smarter City

City of Niterói, Brazil

Across the bay from Rio de Janeiro is the growing city of Niterói, also known as the “Smiling City” due to its relaxed pace and robust cultural activities. Niterói is home to 487,327 citizens within an 80.39-mile radius, making it the sixth most populous city in the state of Rio de Janeiro.

Niterói is also one of the most important financial and commercial centers in the state, and like any modern city, its economy is centered on trading and commerce, such as food (especially seafood) and textiles. Niterói boasts the title of the fourth richest city in Brazil, and the third in the Rio de Janeiro Metropolitan Area. Niterói also records a strong Human Development Index (HDI) rating and third best in all of Brazil. Such a ranking translates to greater life expectancy, education and a higher overall standard of living.

Not unlike other growing municipalities, Niterói faces challenges as a result of a growing population. Problems such as traffic, crime and overcrowding have propelled the city to look at better ways to manage these issues and events.

Challenge

In recent years, Niterói has seen an uptick in crime believed to be due to a severely understaffed police force. Although the city’s population has increased nearly 50 percent since 1970, the number of police has not; in fact, it has dramatically decreased. As of 1970, a reported 3,200 active officers were on duty; as of April 2012, there were only 800 active officers, allowing many things to slip through the cracks and for many threatening situations to be left unseen. Additionally, with the Summer Olympic Games set to kick off in Rio de Janeiro in August 2016, state officials have been forced to seek solutions that will help to enhance security in Rio and its surrounding cities.

Recent data from the Instituto de Segurança Pública (ISP) shows an increase in crime rates in Niterói. The ISP findings from September 2013 showed that homicides increased 116 percent over the same period in the previous year, with 13 murders reported compared to six in 2012. As of 2014, authorities in Niterói announced that approximately 400 police officers would be part of Niterói’s Companhia Destacada, or special task force, who would be responsible for patrolling four of Niterói’s most dangerous neighborhoods.

With crime at a peak in the city of Niterói, state and city officials were determined to find a solution that would help reduce and deter crime within the city, as well as help restore citizens’ trust in police officers. Officials needed a solution that could ensure communication between first responders, augment officer presence and help to monitor security efforts throughout the city.

Solution

The city, working with Verint® partner Informatica El Corte Ingles, designed the new Centro Integrado de Segurança Pública (Integrated Center of Public Security, or CISP), which helps ensure collaboration between federal, state and local security forces. The CISP leverages 200 video surveillance cameras spread throughout the city and plans to increase the number to 600 cameras by the end of 2015. Of those cameras, 20 will be used to identify license plates entering or circulating the city through five entry and exit points.

The comprehensive technology solution also includes 80 alert buttons installed in various schools and universities, as well as other points considered strategic for the immediate response and deployment of the city’s security personnel. Using Verint’s Situation Awareness Platform™, military police and municipal guard units in Niterói will be able to use geo-referencing tracking information to respond quickly and efficiently to crime scenes. Cameras monitoring areas throughout the city are able to capture the incident immediately and send a signal to the police vehicle nearest to the location of the situation occurring.



Customer

City of Niterói Case Study



Industry

Municipality



Solutions

- Verint Situational Awareness Platform
- Verint Video Management Software Verint Video Analytics



Region

Brazil, South America



Results

- Deter and reduce crime
- Better results and faster turnaround times
- Integrated communications between federal, state and local security teams
- Reliable and easy-to-manage solutions
- Higher resolution and higher definition video to improve investigations
- Stronger surveillance coverage
- Scalable to meet future growth needs

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– Person Name, Person Title, Person Company

As a means to thwart crime, the city of Niterói also made the decision to integrate the Dispatch Manager capability into their Situation Awareness Platform. Dispatch Manager incorporates emergency dispatch and helps to reduce emergency response time, while enhancing end-to-end communications throughout an incident, creating a safer environment and improving incident management.

The Verint platform is used to increase situation intelligence and streamline incident management, while improving the security and safety of people, property and assets. The Situational Awareness Platform integrates multiple sensors and systems into one interface, providing users with a single pane of glass to manage security and city operations. It provides real-time situation awareness, efficient response and notification, investigation and debriefing capabilities and preventive intelligence. The solution is designed to help increase operational efficiency, which can be measured in more investigations per operator, incidents per operator and the number of incidents that are prevented. By leveraging the Verint solution, officials within the City of Niterói are also able to realize the total return on investment (ROI), which is reflected in lower incident handling time, dispatch time and fewer false alarms.

Verint Enterprise Video Management Software™ (VMS) enables security operators and officials to quickly access and manage captured and live video data to respond to security events quickly, efficiently and effectively. With Verint Enterprise VMS, the city of Niterói is able to work with multiple agencies to achieve real-time situational awareness. Verint’s robust video management software helps improve operational excellence and provides automated system health monitoring and diagnostics. The system allows for live and recorded video viewing, multi-site connectivity, policy-based video distribution, efficient virtual matrix switching, versatile investigation management capabilities, as well as enterprise network video recorder (NVR) management and viewing applications.

Verint Surveillance Analytics™ is being used to help the city prioritize critical video events, distribute alerts to local or remote operators, minimize false alarm rates and increase ROI. Verint Surveillance Analytics monitor potential threats and reduce accidents by using intelligent algorithms to track unattended objects, breaches to secure zones, crowding, loitering, obstructions to traffic paths and more.

Results

With Verint solutions in place throughout the city of Niterói, city officials are confident that they will continue to see an increase in public safety efforts across the region. In fact, crime rates have dropped over the last year in Niterói according to the Public Security Institute of Rio de Janeiro (ISP). Data compared from 2015 to 2014 indicate a decrease in crimes such as robberies of shops (down 53.85%), burglaries (minus 57.14%) and vehicle theft, reporting an overall rate decrease of 37.65%.

“With the city of Niterói rapidly changing and growing every day, it was important we find a solution that would not only help keep our citizens safe, our police force protected and our crime levels down, but that would allow various agencies to work together to monitor day-to-day activities, as well as special events and security situations within the city,” said Mayor Rodrigo Neves. “Verint has given us the tools we need to fight crime 24 hours per day, 365 days per year.”

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Americas

 info@verint.com

 1-800-4VERINT

Europe, Middle East & Africa

 marketing.emea@verint.com

 +44(0) 1932 839500

Asia Pacific

 marketing.apac@verint.com

 +(852) 2797 5678

 verint.com

 twitter.com/verint

 facebook.com/verint

 blog.verint.com

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