



BIRDSEYE
SECURITY SOLUTIONS



CASE STUDY



REMCO Forwarding Ltd.
Brampton Distribution Centre

SITUATION OVERVIEW

Remco is an industry leader in the warehousing and transportation of “clean freight” for the retail industry. Founded over 75 years ago, the company has grown from a Montreal-based delivery business with only two trucks, to a nationwide transportation business with 7 warehousing location in three major centres: Delta, British Columbia, the Greater Toronto Area, and Montreal, Quebec. They operate over 300 transportation units from coast to coast.

Prior to Birdseye, security at the three secure warehouse and distribution centres was handled by onsite security guards. The guards' primary responsibility was to manage gate access at these facilities. Details regarding incoming and outgoing units, including the tractor number, trailer number, were recorded on clip boards for submission to ite management on a daily basis. No validation of the driver identification was performed.

Perimeter security relied heavily on the fact the yards were fenced, with limited roaming patrols to check the fenceline, supported by a small number of late-model security cameras with low resolution video feeds.



TRIGGER FOR CHANGE

There was no specific incident that led to the Remco team looking for an upgrade to their security and yard operations.

Bill Henderson, General Manager of Transportation, championed the improvement project based on experience he brought to Remco from a previous multi-national logistics company that had gone through similar yard management improvement projects. Bill was a big believer in the concept that technology can do more than a human alone - and that Remco could receive significant value in making the transition from onsite guards to a tech-enabled security and operations model.

Unlike Bill's previous organization, Remco did not have the scale to build a system internally. Bill led the search for a vendor from whom Remco could acquire security and operations improvements as a service.



Onsite Guards - Limited Capabilities



Improve Value from Security Spend



Improve real-time data access



Eliminate Intangible "Claims" Costs

THE SEARCH FOR BIRDSEYE

The Remco team, led by Bill, initially identified two potential vendors that might meet their needs for improved security and gate operation support - Birdseye Security Solutions and one other.

This list was quickly narrowed down to Birdseye based on three primary criteria:

- As a Canadian company Remco was motivated to support a Canadian-born supplier like Birdseye
- Upon connecting with Birdseye, Remco immediately recognized that the Birdseye approach was to explore deeply the needs of their clients, and to build a solution that would address those needs uniquely and completely
- Birdseye immediately offered to connect the Remco team with local reference clients - ensuring that Remco entered into the relationship with a high sense of confidence in Birdseye as a potential technology partner.

The Remco management team undertook a month's long due diligence program to ensure they were 100% confident that they could generate the promised operational and security benefits from the transition to Birdseye, without any negative impact. Birdseye guided them through this process every step of the way, ensuring that they understood completely the benefits of transitioning away from onsite guards.

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While we reduced our security budget by switching to Birdseye, the real value was in improved operational intelligence to make informed decisions, and an inestimable saving in indirect costs.

Bill Henderson

General Manager | Transportation, Remco Forwarding Ltd.

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SOLUTION OVERVIEW

The first phase of deployment at Remco was a single 5-acre site in the Greater Toronto area. At that site, Birdseye installed 31 yard cameras that provide full visual and thermal coverage of the yard perimeter and interior, two-way voice communications that enable the Birdseye team to intervene in situations they see developing on or near the site, automated gates tied into the Birdseye ID-Verfi system, as well as an additional 26 cameras that monitor the interior of the warehouse facility.

Once the technology was deployed, oversight was transitioned over the period of a month from the onsite security guards to remote monitoring by Birdseye's professionally-trained agents.

The Birdseye agents are responsible for monitoring the site perimeter for suspicious behaviour and ensure no unauthorized intruders can gain access to the yard. They also monitor the

interior of the yard for safety-related incidents like speeding, inappropriate use of equipment, and adherence to policies related to the use of personal protective equipment (PPE). Where necessary, the agents can intervene and remind onsite staff and visitors to follow onsite policies using the two-way communications system.

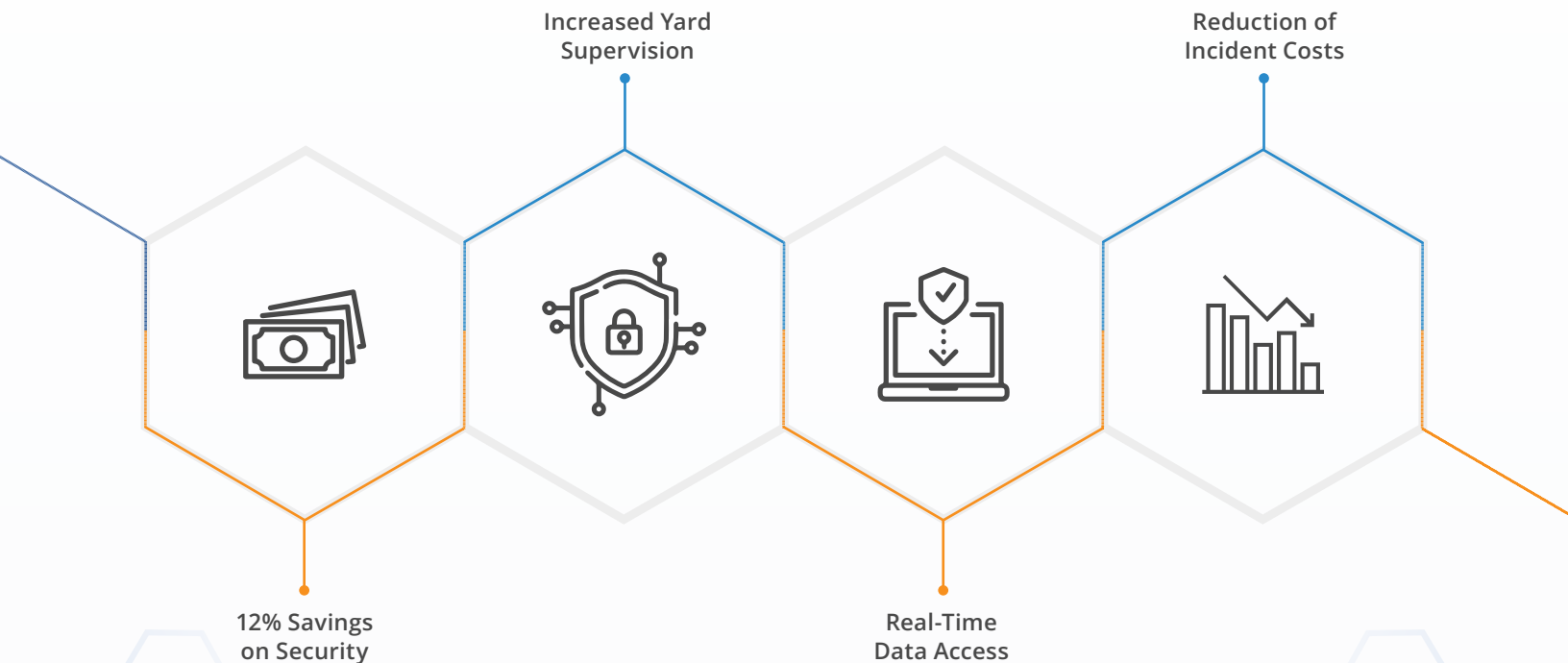
The agents are also responsible for managing gate operations remotely. In so doing, they are able to log tractor and trailer numbers, as well as validate driver identities for every inbound and outbound vehicle. This information is reported to Remco management in real-time.

OUTCOMES

After the transition period from onsite security to remote monitoring and management was completed, the Remco team immediately recognized the benefits of the project - the most direct of which was the 10-12% savings on their security budget.

While direct cost savings may be the most obvious benefit, a much greater value came from the increased yard supervision and real-time access to operational data. Once staff and visitors to the site understood their activities onsite were being monitored, the number of minor onsite incidents including safety issues and equipment damage virtually disappeared. This resulted in an inestimable reduction in costs that would have been borne by Remco for "mystery equipment damage" for which no responsible party could be identified.

And even less tangible, but valuable nonetheless, is the management team's ability to make operational decisions based on real-time access to inventory data due to the integrated, electronic reporting of all inbound and outbound movements from the yard. The Remco team can determine immediately the status of inventory, without having to walk the yard to determine the status or location of a trailer.



CONCLUSION

Not unlike many other traditional transportation businesses, the initial decision to shift from well-understood onsite security to remote monitoring was not entirely easy. But, after making the transition, it can be said that the Remco team are now true believers.

Not only has Remco realized direct cost savings as result of the move to remote monitoring, but they have also benefited in many indirect and intangible ways including the virtual elimination of onsite incidents, and improvements in access to decision-making data about their business operations.

The Remco and Birdseye teams have developed a true partnership in the improvement of security and yard operations.



ABOUT US

Birdseye Security Solutions is a leader in Remote Security Monitoring and Management solutions for industrial and commercial properties. Clients rely on the Birdseye solution to deliver value in three key areas: Security Monitoring, Operations Management, and Protocol Enforcement. Operating across North America, Birdseye Security serves clients in the transportation, automotive, construction and multi-unit residential sectors.

The Birdseye Security solution combines sophisticated cameras, audio sensors, and proprietary AI technology with professionally-trained monitoring agents to remotely manage even the most complex daily site operations, while detecting and deterring potential trespassing, theft, vandalism, accidents, or other safety incidents. Compared to onsite security guards, the Birdseye Security solution is proven to better detect and deter security and safety incidents, as well as reduce clients' spending on monitoring and operations.

For more information, visit our website <https://www.birdseyesecurity.com>