

## The Herb Chambers Companies

Car Dealer relies on modern surveillance equipment to prevent theft and vandalism.

### **The Herb Chambers Companies**

The Herb Chambers Companies are the largest automotive dealer in the New England area of the USA. They are actually five dealerships side by side—Porsche, BMW, Saab, Infiniti, and Honda.

**Location:** Boston, Massachusetts, USA  
[www.herbchambers.com](http://www.herbchambers.com)

**Industry**  
Retail—Car Dealership

**Products used**  
ADPRO FastTrace & Video Central  
multi-site security solution  
ADPRO PRO 250 PIR Detectors

### **The challenge**

Until September 2003 there were many potential hiding places on the sprawling Herb Chambers car lots, comprising of five dealerships side by side. The buildings and lots were covered by a single security guard, which was neither efficient or cost effective, plus a few video cameras linked to an outdated, cumbersome closed-circuit television (CCTV) system. In the 10 years prior to 2003, there were many thefts and no arrests.

Herb Chambers needed a solution, and hired Smart Interactive Systems (SIS), a New York security firm, to design, install, and administer a state-of-the-art security system to protect the entire facility from theft and vandalism.

In consultation with SIS, Herb Chambers installed a custom-designed system that includes audio interception of intruders and a high-speed communication link to local police, as well as a modern video monitoring service.

### **The solution**

To put together this comprehensive package, SIS in turn relied upon Xtralis, who manufacture the ADPRO range of products. These products are designed for the surveillance of multiple remote sites by a Central Monitoring Station (CMS) that can be located many kilometres away. Globally, there are more than 30,000 ADPRO systems installed.

In addition to installing a further 30 CCTV cameras at the Herb Chambers facility, SIS chose the ADPRO PRO 250, a highly sensitive passive infrared detector designed for outdoor perimeter protection. It is a long-range device that detects up to 100 metres (300 ft) away, even under extreme environmental conditions such as fog or snow. Used in conjunction with the ADPRO Video Central software, the system instantly alerts the CMS operator of an intrusion and pinpoints the intruder's location.



The operator, at the SIS CMS in New York, assesses video of the situation and responds accordingly. There are few false alarms because the equipment can tell the difference between intruders, small animals and any wind-blown debris, etc. The ADPRO system provides integrated two-way audio capabilities between each car lot and the CMS. An operator can broadcast an audio warning to an intruder, advising him to leave the site. If this does not work the operator calls the police.

Video and audio is stored for potential use by law-enforcement agencies. Part of the security solution at the car lots is the ADPRO FastTrace product. This advanced video security system enables instant retrieval of months-worth of evidential-quality archived video, in addition to providing live video of the monitored site. Its advanced image-compression capability is complemented by ADPRO Video Central Gold software. This software "talks to" the FastTrace and supplies the operator with a 4-picture "snapshot" of the alarm cause. The operator uses this visual data to determine how to respond to an alarm.

An extra benefit to Herb Chambers is an on-site system that enhances the company's capability for internal policing. Managers have ADPRO Video Central Lite software on their personal computers. This allows them to access live and stored surveillance video from anywhere with an Internet connection. Now management can easily learn the cause of minor vehicle damage, often related to employees moving cars on the lot.

## The results

Thanks to the installation of motion detectors, the ADPRO security equipment from Xtralis, and the guidance of Smart Interactive Systems, the new surveillance system has already led to the arrest of three men who were trying to steal car parts. This happened within the first month of the ADPRO system being installed.

"I sleep better with Xtralis' equipment and Smart Interactive Systems keeping watch," says Jeff Davis, General Manager of Herb Chambers Honda-Infiniti, Boston. "Not only does Xtralis and Smart Interactive effectively protect our facility at night, they also provide us with the tools to help me better manage my business. I don't think there is a better way to protect your dealership."



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Jeff Davis  
General Manager  
Herb Chambers Honda-Infiniti,  
Boston

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