

Met Police successfully install AudioSoft media monitoring solution

The Metropolitan Police at New Scotland Yard have recently undergone a major transformation in their media monitoring capabilities through a complete digital recording and live monitoring solution from AudioSoft.

Following this successful install, the Met's media monitoring department expect to reduce costs as well as improving capability and reliability.

Background

The Metropolitan Police need to keep a close eye on local and worldwide media to ensure that they are up-to-date with the latest information.

Until recently the Met Police had been reliant on analogue VHS video tapes that were unreliable and expensive to maintain and single-channel DVD recorders. The Media Monitoring Department's remit was to replace existing machines with a complete digital solution that could be tailored for the Met's needs and installed without disruption.

The Met required a complete solution that would give an accurate, reliable record of media activity, integrated with the media monitoring team's bookmarks.

Previously tapes had to be replaced hourly and masses of tapes and paper were required to keep control of information. The Met required quick and easy access to video files and bookmarked notes, often whilst still recording on up to 16 channels.

Hence, the Met wanted a digital solution that integrated recordings

with bookmarks that could then be easily distributed and played on a standard DVD player. Recordings needed to be databased indefinitely and watermarked for evidential purposes.

The Met needed software to run on Windows-based PCs with the ability to expand the system to more audio and video channels if required.

Following a commercial and technical evaluation against competitors, AudioSoft was chosen as the preferred supplier to the Metropolitan Police having satisfied all the technical requirements at a competitive price that was within the Media Monitoring Department's budget.

System assurance was given through AudioSoft's heartbeat-based health monitoring program with 4 triggerable alarm levels – these can be monitored centrally and are e-mailed to the relevant engineer instantaneously.

Confident in the system, the Met proceeded with the AudioSoft solution.

Successful Install

Installation of the AudioSoft system occurred in early 2008. AudioSoft worked closely with the Metropolitan Police to configure their AudioPC software to record and monitor the channels required.

A smooth changeover from the old analogue system to the new AudioPC-AV system was completed without disruption to the department's work.

AudioSoft's ability to live monitor and replay lip-synched data whilst still recording up to 16 media channels was key to the choice



Case Study continued...

Met Police successfully install AudioSoft media monitoring solution

Clear benefits

As well as the cost savings, The Met quickly became aware of many other benefits:

► Improved capability

With AudioPC-AV the Metropolitan Police can now meet all their recording requirements in a single recorder at a single centralised location.

Bookmarking facilities allow precise location of significant events which can be swiftly located during subsequent replay sessions using the powerful SQL database search facility.



Data can either be replayed at the recorder or on networked PC's, without affecting recording. The latest streaming technology allows anyone with appropriate user access to view live data remotely

on the police network.

Using these powerful search and replay tools across the network reduces the time to present crucial data to high-ranking officers.

► Improved Reliability

Reliability is fundamental and AudioSoft's heartbeat health monitoring system provides system alerts via SNMP or e-mail – no more concerns about someone kicking the power cable and stopping recording.

With Built In Test (BIT), scheduled maintenance tasks and automated system

integrity checks available through a simple to use web browser interface, you can monitor and maintain the recorder wherever you need to, wherever you are.

► Improved Training

The AudioPC-AV interface has been designed in response to requests from officers to make control, search and replay simple and easy.

The data can be exported into industry standard formats for replay in a standard Windows media player or DVD player. No more time consuming problems associated with data location, synchronisation between data types or the need to re-record data for subsequent investigation.

► Reduced Costs

The Met have realised the benefit of flexible archiving options; recordings can be stored locally or centrally (or both) without the need for archive media. This vastly reduces the storage costs from the masses of videos and DVDs that they previously needed and the carousels and database work to maintain them.

► Improved Future

The Metropolitan Police could further minimise manpower effort by investing in AudioSoft's automatic transcription tool, Medirva™. Because the Met are monitoring high quality, broadcast standard audio, automatic transcription and translation tools are likely to give high accuracy. This would give the Met greater monitoring capability for reduced manpower and a quicker response.

The Met are likely to benefit significantly from reduced operator time and estimated calculations show that in 18 months of use, the investment in an AudioSoft solution will have been paid back through reduction in media costs alone.