

# CHARLOTTE WATER CASE STUDY



## Situation

Charlotte water is the largest public water and wastewater utility in the Carolinas, serving more than a million customers in the City and greater Mecklenburg County. They maintain water mains totaling 4,482 miles, 17,925 hydrants, 17 treatment water storage and booster pumping stations, 4,475 miles of wastewater mains and 78 wastewater lift stations.

The City of Charlotte conducted a comprehensive review of its existing video, Access Control, and an Intercom systems. The existing systems were found to be in need of upgrading and replacement due to its age (end of life) and the limited integration options

available for system-wide management and current business use. After careful evaluation, Charlotte Water selected the Genetec Security Center VMS Solution.

## Advanced Digital Solutions (ADS) is Selected for Implementation

The City Of Charlotte conducted an open competition to seek responses from qualified system integrators with relevant experience and capabilities on the Genetec VMS platform. The City selected Advanced Digital Solutions (ADS) to implement their access control system replacement in conjunction with their city-wide video management system because of their demonstrated experience and track record of

installing the Genetec VMS software platform into a wide range of applications. Being uniquely qualified contributed to ADS' selection based on their highly talented and capable team that included, project management, solutions engineering, enterprise networking experience and Genetec certified installation technicians.

## Solution

Charlotte water needed an updated, robust access control solution that would allow them to manage both the access control system and video assets. The Genetec security platform unifies both the access control and video systems management within one pane of glass. ADS developed the correct approach to the replacement, which included a comprehensive survey of all existing access control hardware at all Charlotte Water's 15 sites, and they developed a detailed access control schedule of devices. ADS executed this project by dividing it into phases and tackling them sequentially. They implemented the 'PPDECO' methodology, which follows a project life cycle approach that incorporated the following stages: Plan Phase, Design Phase, Execute Phase, Compliance Phase and Operational Phase. ADS developed a cut-over plan of Charlotte Water's existing access control equipment that minimized system downtime and minimized the impact of facility operations. A collaborative effort between the City's IT and administration teams and ADS' engineering team were able to successfully migrate the City's existing access control system to the new Genetec based system.

## Result and Benefits

The newly installed security management solution accommodates integrations of other technologies to ensure that threats do not go undetected and enable Charlotte Water to harness security data so that they can prioritize interventions and automate response. Imagine a water main break at a busy intersection in

uptown Charlotte, in which, the City now has the benefit of multiple 'real time' camera views from the area, plus simultaneously having access to live mobile streaming from other departments. Prior to arriving on site, Charlotte Water now has the ability to process real time information they need in order to prepare resources and repair crews. Analytics include critical information such as traffic flow at the location, magnitude of the break, how many field personnel to deploy, and what, if any, traffic management needs to be taken.

Charlotte water now has a new versatile, scalable, and more importantly, stable video and access control management system. The new solution has increased facility security and efficiency of business operations.

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