

Enhancing Video Surveillance Visibility Across a Nationwide Banking Network with O-Insights for XProtect



Overview

The customer is a prominent banking and financial regulatory body in India that operates a large-scale, geographically distributed video surveillance infrastructure spanning branches across the country. With 5,000 cameras across 20 locations connected to a centralized Milestone XProtect VMS, maintaining complete visibility into the health of the surveillance ecosystem posed a significant challenge.

To address these complexities, Conexao Technology Solutions deployed O-Insights Workspace & Reporting, seamlessly integrated with the bank's existing Milestone XProtect deployment — delivering centralized operational intelligence, proactive fault detection, and automated reporting.

Challenge

Managing a geographically distributed surveillance network of this scale posed several operational challenges:

- ◇ **Fragmented fault isolation:** The central operations team could not quickly determine whether issues originated from cameras, recording servers, or the underlying network infrastructure.
- ◇ **Reactive operations:** Without proactive monitoring, outages could remain unnoticed until reported by branch personnel — increasing operational risk and maintenance effort.
- ◇ **No centralized visibility:** Headquarters lacked a single operational dashboard covering the surveillance ecosystem across all branches.

The bank required a solution that could:

- Continuously monitor the health of surveillance devices across all branches
- Provide a centralized operational dashboard for the headquarters
- Detect failures proactively before they impacted security operations
- Improve response times through automated alerts
- Generate reports for system health, availability, and operational performance

Solution

Conexao deployed the O-Insights platform, integrated with Milestone XProtect across 20 locations and 5,000 cameras nationwide, leveraging three key capabilities:

1. O-Insights Workspace & Reporting

A centralized operational intelligence layer providing real-time visibility into the complete surveillance ecosystem.

Key capabilities:

- Camera availability and operational status
- Recording server health and connectivity
- Overall surveillance system performance
- Recording infrastructure status

2. O-Insights IoT Driver (SNMP Integration)

To extend visibility beyond the VMS, the surveillance network switches were integrated into XProtect using the O-Insights SNMP driver.

Features:

- Network switch operational status
- Uplink port availability
- Network connectivity supporting the surveillance infrastructure

By combining VMS data with network infrastructure monitoring, the institution gained a unified operational view from a single platform.

3. Intelligent Event Monitoring

Alarms were automatically generated whenever critical infrastructure events occurred:

- Network switch failure and connectivity loss
- Critical uplink port failure
- Camera communication loss
- Recording server connectivity issues

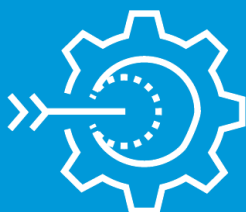
These automated notifications enabled the operations team to respond immediately, significantly reducing the time required to identify and resolve incidents.

The Results

With the implementation of O-Insights, the institution transformed its surveillance operations with the following enhancements:

- ◇ **Centralized operational visibility** – a single dashboard provides real-time visibility across all branches, eliminating the need to monitor multiple systems independently
- ◇ **Proactive fault detection** – infrastructure issues are detected immediately, before they affect security operations
- ◇ **Faster incident response** – automated alarms pinpoint the source of issues, whether cameras, recording servers, or network switches
- ◇ **Improved system availability** – continuous monitoring minimizes surveillance downtime across distributed locations
- ◇ **Actionable reporting** – insights into system health, recurring failures, and operational trends support preventive maintenance

Fast Facts



- **Customer:** A prominent banking & financial regulatory body
- **Location:** India (nationwide deployment)
- **Scale:** 5,000 cameras across 20 locations
- **VMS Platform:** Milestone XProtect
- **Modules:** O-Insights Workspace & Reporting, IoT Driver (SNMP)

Highlights

CAPABILITY	OUTCOME
Centralized monitoring	<ul style="list-style-type: none">▶ Unified visibility into surveillance infrastructure across all branches
Camera health monitoring	<ul style="list-style-type: none">▶ Immediate detection of camera failures
Recording server monitoring	<ul style="list-style-type: none">▶ Improved recording system availability
SNMP integration	<ul style="list-style-type: none">▶ Real-time monitoring of network switches
Uplink port monitoring	<ul style="list-style-type: none">▶ Early detection of network connectivity issues
Automated alarms	<ul style="list-style-type: none">▶ Faster incident identification and response
Reporting & dashboards	<ul style="list-style-type: none">▶ Improved operational decision-making

Business Impact

By consolidating surveillance and network infrastructure monitoring into a single operational platform, the institution transformed its approach from reactive maintenance to proactive operations.

O-Insights enabled the institution to improve surveillance reliability, reduce downtime, accelerate incident resolution, and provide the operations team with complete visibility into the health of its critical security infrastructure – ensuring uninterrupted protection across its nationwide branch network.



About Conexao Technology Solutions

Conexao Technology Solutions delivers integrated video surveillance and security solutions built on the Milestone XProtect VMS platform, engineered to strengthen operational visibility and accelerate decision-making.

Backed by a seasoned team of VMS specialists, software engineers and IT experts with deep, global field experience, Conexao believes in extending the power of XProtect through purpose-built applications — from intelligent video analytics and incident management to access integration, alarm handling, multi-site monitoring, asset tracking and command-center dashboards — helping enterprises, smart buildings and smart cities turn raw video into actionable intelligence.

See how O-Insights unlocks more from
your XProtect deployment.

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