

Scaling Video Surveillance for a Top 5 Indian IT Consulting Leader with O-Insights for XProtect



Overview

The customer is one of India's largest (top 5) global IT consulting companies, that operates a large-scale, geographically distributed video surveillance infrastructure spanning multiple locations across India. With over 12,000 cameras connected to a centralized Milestone XProtect VMS, maintaining real-time visibility and operational efficiency posed a significant challenge.

To address these complexities, Conexao Technology Solutions, Milestone Systems India and ATOS GLOBAL LLP got together and implemented the O-Insights for XProtect platform, enabling AI search, centralized monitoring, intelligent reporting, and advanced analytics.

Challenge

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

- ◆ **Limited real-time visibility:** Operators lacked a unified dashboard to monitor camera health across all locations.
- ◆ **Manual monitoring challenges:** Identifying offline or malfunctioning cameras among 12,000+ devices was time-consuming.
- ◆ **Geographical complexity:** Cameras deployed across multiple cities require location-wise tracking and visibility.
- ◆ **Need for enhanced response times:** Absence of instant alerts or clear indicators when cameras went offline or came back online.
 - Inadequate reporting tools: Existing systems failed to provide structured and automated insights like:
 - Camera and server health information
 - Location-wise performance metrics
 - Detailed camera inventory
 - Server storage utilization

Solution

Conexao deployed the O-Insights platform, which is integrated with Milestone XProtect, leveraging three key modules:

1. O-Insights Dashboard

An agile, centralized, real-time operational dashboard designed for surveillance teams.

Key capabilities:

- Real-time camera health monitoring
- Location-wise camera visibility across India
- Interactive dashboards for quick situational awareness
- Instant identification of non-functional cameras

2. O-Insights Reporting

A smart reporting solution that creates, customizes and automates report generation in various formats including PDF, CSV and Excel.

Features:

- Daily automated health reports for cameras and recording servers
- Location-wise camera availability analytics
- Camera inventory reports
- Server storage utilization tracking

3. O-Insights Genie

The world's first AI powered NLP based BI query engine in the VMS domain that provides intelligent responses enabling deeper insights.

Capabilities:

- Natural language-based querying of surveillance data
- Alarm and camera analytics on demand
- Comparative analysis across locations, time periods, and camera groups
- Rapid identification of trends and operational anomalies

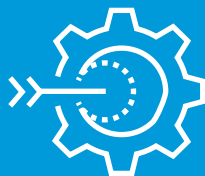
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The Results

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

- **Centralized monitoring** of 12,000+ cameras across India
- **Real-time visibility** into camera health and system status
- **Location-wise operational control** across distributed sites
- **Automated reporting**, eliminating manual effort and making it error proof
- **Faster detection** and resolution of offline cameras
- **Advanced analytics** through Genie for alarm and trend analysis
- **Improved response** time and overall system uptime
- **Significant reduction** in manual monitoring workload



Fast Facts

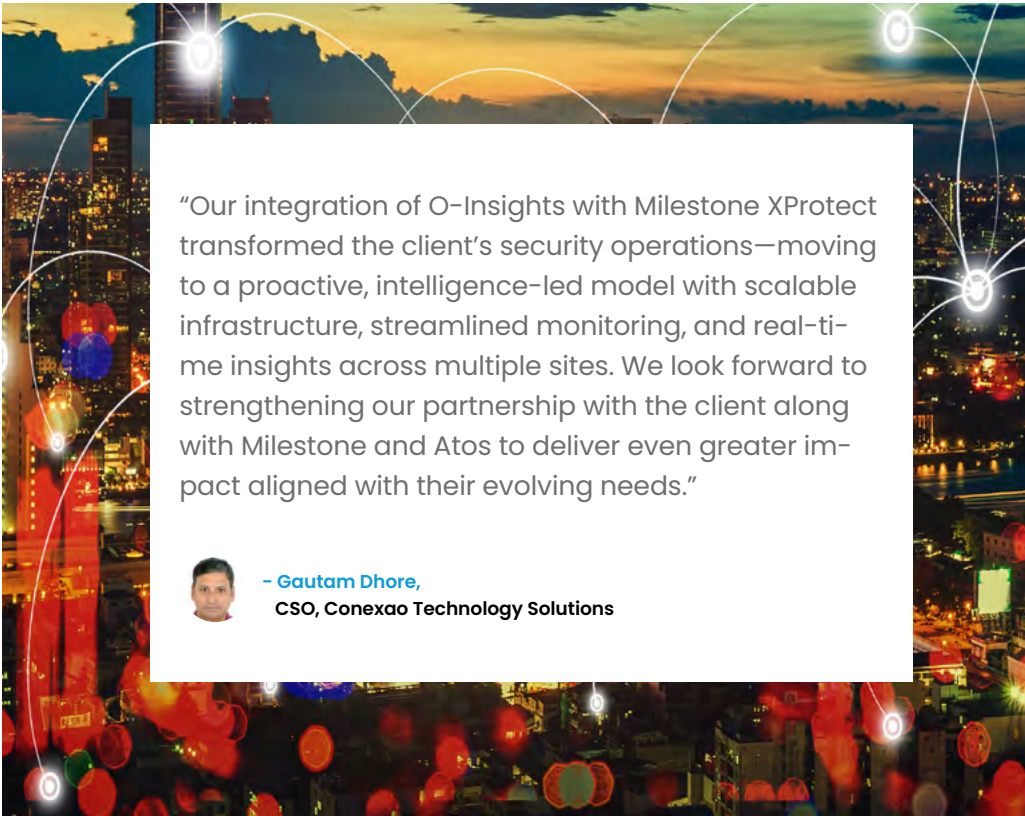
- **Customer:** A large global IT consulting enterprise
- **Location:** Bangalore (PAN India deployment)
- **Scale:** 12,000+ cameras across multiple sites
- **Technology Partner:** ATOS GLOBAL LLP
- **VMS Platform:** Milestone XProtect 2025 R1



“This Project is a great example of how strong collaboration and the right technology can transform complex operations. [Conexao’s O-Insights](#) platform adds a powerful layer of analytics and intelligence to Milestone XProtect, enabling the client to move towards a more proactive and data-driven surveillance strategy



– **Siddharth Mehta**,
Director, Atos Global LLP



“Our integration of O-Insights with Milestone XProtect transformed the client’s security operations—moving to a proactive, intelligence-led model with scalable infrastructure, streamlined monitoring, and real-time insights across multiple sites. We look forward to strengthening our partnership with the client along with Milestone and Atos to deliver even greater impact aligned with their evolving needs.”



– **Gautam Dhore**,
CSO, Conexao Technology Solutions



About Atos Global

[Atos Global](#) is founded in year 2016 by young, enterprising and experienced individuals having rich background of handling similar large corporate set up in past, coming from same domain skill set, relationships, deeper knowledge base on customers, solutions, and differentiation for associated partners. Today Atos Global provides life safety, Electronic security and IT system integrators and partners state-of-the-art solution and services from the industry's leading manufacturers of IP Video Surveillance, fire alarm, Fire Suppression, access control, entrance control, IBMS and server, storage and work station products. Atos Global LLP began serving integrators in the life safety security sector across SOUTH ASIA. Backed by a strategic plan for growth and innovation, we have expanded our footprint within India through our offices in Mumbai, Bangalore and Delhi. A firm commitment to meeting and exceeding customer expectations is the foundation for our ever-increasing customer base.

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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