

# Coatzacoalcos Integral Port Administration optimizes its security by 90%.

IP video surveillance technologies from Axis far exceeded the Administration's expectations by improving ongoing business and security challenges.



## Organization:

Coatzacoalcos Integral Port Administration

## Location:

Coatzacoalcos, Veracruz, Mexico

## Industry segment:

Transportation

## Application:

Safety and security, remote monitoring

## Axis partners:

Soluciones en Tecnología de México, Milestone

## Mission

Coatzacoalcos Integral Port Authority (API) is a government organization servicing the daily shipping demands of importers, exporters and shipping lines coming through the Gulf of Mexico into Veracruz. Coatzacoalcos port is composed of two port areas. The Coatzacoalcos area has 11 docking positions, 9 border patrol holds, 14 private terminals and 4 companies dedicated to intermodal operations. The Pajaritos port area has 18 docking positions operated by 3 companies.

On a typical day, API manages the traffic flow for 350 federal vessels, 250 vehicles, 800 people and many private vessels through three security checkpoints and ongoing freight monitoring at border patrol. With an average of 3 logistics and operations complaints daily and a number of surveillance challenges, API's old analog system was no longer effective.

## Solution

The organization needed to migrate to a new, scalable solution to expand its range of security coverage and manage the traffic flow of people, vessels and vehicles in the port area. API also sought for a proactive solution to protect its employees inside the port facilities and bring immediate attention to accidents and potential dangers. With all this in mind, API turned to intelligent, IP surveillance solutions.

## Result

The deployment of IP cameras provided efficient 24/7 monitoring that maximized security operations by 90%. The solution also helped API systematize traffic monitoring and management for vessels, vehicles, workers and customers around the port.

**“With all the experiences that we have had with video surveillance systems, Axis has been the best option. It provides sharp and clear images which are important to improve the port’s security. And their devices keep working after many years of operating under extreme conditions 24-hours, 365-days per year.”**

**Ovidio Noval Nicolau, General Director of the Coatzacoalcos Integral Port Administration.**

### A sea of obstacles

Eight years ago, API decided to change out their analog video surveillance system to overcome many of the challenges that the administration was faced with. The old system did not provide remote monitoring and the image quality was not useful to properly manage traffic of the vessels, customers and vehicles entering the port. It also proved ineffective at proactively monitoring and alerting security of accidents and incidents that put the facilities, customers and workers at risk. A solution to address these challenges required greater coverage and improved functionality.

The operations team for Coatzacoalcos Integral Port Administration (API) oversees the activity and use of the port infrastructure. The team works 24 hours, all 365 days of the year, by monitoring people inside the port area and coordinating the marine entries. With procedures in place and the help of their Axis video surveillance system, the whole operation takes place in the monitoring center to simplify the security processes.

### Smooth sailing with the right technology

Cutting-edge technology was designed and installed to enhance security, provide greater coverage and improve resource protection and recovery. The port now has a video surveillance solution working at 100% capacity to report events in a much more efficient way.

Nowadays, API uses motion detection software with the Axis network cameras to identify and monitor the traffic around the port. The Administration also relies on the cameras' ability to provide high image quality in dark environments with poor illumination.

API saw remarkable ROI with a 90% improvement to surveillance operations and security. A significant contributor to this success was the storage capability for large amounts of audio and video data used for evidence and future analysis.

The solutions remote monitoring capabilities also play a critical role in providing immediate attention to any accidents or disturbances that occur in the port vicinity.

Ovidio Noval Nicolau, General Director of the Coatzacoalcos Integral Port Administration, noted “With the addition of Axis’s innovative technologies, we improved the port functionality and operability to control the access of vessels and agents who work in the port. It has also enhanced the support of other agencies that work with the Port Administration to improve security procedures.”

### Advancing forward with Axis

Without a doubt, the Axis and Milestone solution exceeded the expectations of API. With proven performance, Noval Nicolau shared that he will keep investing in new technologies.

“We will continue worrying about the security of our infrastructure and people. Day-by-day, we continue to improve our operative procedures. Our principal objective is to convert the port, and all its area, into a special economy zone.” Nicolau explained. “We will achieve it by taking advantage of new technologies that allow us to implement greater custom facilities, better working environments, and improved safety in the port.”

Overall, the new IP system has provided the Administration with many business benefits, including improvements to the customer experience, saving maintenance expenses and improving the response time for customer service. Due to the non-stop growing business needs and requirements to maintain high security standards, API invests in research for additional technologies to make their surveillance system more robust.



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