

Gimhae Customs maximizes efficiency of workforce management and monitoring with Axis solution.

Axis cameras integrated with X-Ray scanners enhance security of airport customs.



Organization:
Gimhae Customs,
Gimhae International
Airport

Location:
Busan, Korea

Industry segment:
Government

Application:
Safety and security,
remote monitoring

Axis partner:
Darwin System

Mission

Gimhae Customs is located in Gangseo-gu, Busan, and has jurisdiction over Gimhae International Airport (about 3 million). As the gateway to Korea's southwestern area, Gimhae International Airport handles a daily average of 75 airplanes from 21 domestic and foreign airlines, including Korean Air and Japan Airlines, carrying 9,500 travelers over 29 routes to serve 13 countries.

Due to the characteristics of air cargo, key items imported through Gimhae Customs are repair parts for aircraft, communication devices and marine engines, small quantities of urgently needed samples, and advertising items. Most items exported through Gimhae Customs are agricultural and marine products and samples that must be urgently transported. Gimhae Customs handles incoming and outgoing travelers and export and import goods as efficiently and rapidly as possible, while effectively blocking the inflow of smuggled goods, narcotics and terrorist items.

As Gimhae Customs operated a separate reading room for each of the 4 X-Ray scanners without any surveillance cameras, it had difficulty with workforce management.

And since there was no separate monitoring system, it was impossible to accurately know the status of incoming/outgoing cargo. This led to frequent disputes with travelers about lost and damaged articles. To solve these problems and proactively respond to the continuous increase of airlines and travelers and changes in the environment of the airport, Gimhae Customs elected to introduce the best monitoring system possible to enhance its surveillance competency.

Solution

Gimhae Customs wanted to implement a solution that would minimize civil complaints by efficiently managing the workforce and enhancing the speed and accuracy of monitoring and tracking incoming items. Also, since the Gimhae Airport Surveillance System is using AXIS P5534 and AXIS P3304, Gimhae Customs wanted a product that was capable of smoothly interfacing with this system for more unified operations while providing high-definition video surveillance for clear and intuitive monitoring. In consideration of the International Arrival Hall's special environment and the low ceiling height, one camera was required for each carousel; so the product had to be able to monitor a wide area.

"By installing Axis cameras in our X-Ray rooms, we were able to manage our workforce more efficiently and improve our reading capabilities, which advanced the quality of our customer service. The simplified network system configuration has minimized management points and reduced the burden of maintenance. I am very pleased, especially when compared to the expensive analog products we used to have. The new system has far superior video quality and product stability so I am very satisfied."

Gimhae Customs official.

Axis partner Darwin System used high-definition network cameras and built an effective system capable of monitoring all processes from check-in to check-out with a minimum number of cameras. The company selected and installed AXIS P5544, which supports the panoramic function, at the International Arrival Hall; and maximized monitoring efficiency of the CIQ area.

Result

Gimhae Customs introduced the network surveillance system based on AXIS P3304, AXIS P5534 and AXIS P5544, and effectively solved the problems of workforce management, monitoring and tracking. The X-Ray scanner for checked bags ensures accurate reading and speedy monitoring and tracking. Checked bags can now be monitored as they move along their route, which has reduced civil complaints and improved overall customer service. The system's simplified configuration has reduced management points and maintenance load while boosting monitoring system efficiency.

Efficient workforce management maximizes surveillance capabilities

Prior to the introduction of the Axis network cameras, Gimhae Customs had a separate reading room for each of the four X-Ray scanners and there was no surveillance camera. X-Ray readers had to move to the reading room in person, which meant that when many passengers arrived simultaneously, there was a problem dispatching readers and the quality of reading declined. Now, Gimhae Customs has introduced the Axis network camera and integrated it with the existing X-Ray scanners for checked bags into one location. This has allowed the client to manage its workforce more efficiently and enhance its monitoring capabilities through the "Choose and Focus" function.

The integrated X-Ray reading room has allowed Gimhae Custom's management to divide the workforce into teams of two, and the accuracy of reading and individuals' reading capabilities have been significantly improved. Since the reading staff has been grouped into teams, their level of fatigue has been reduced, and they can concentrate and read multiple X-Ray scans at all times.

Inexperienced and new employees can quickly improve their reading capabilities, which maximize the efficient scanning of travelers' bags.

Panoramic function improves surveillance/tracking

Gimhae Customs installed AXIS P5544 Network Cameras with panoramic function in each carousel to monitor the CIQ customs, immigration and quarantine area that passengers must go through when departing or arriving. The client used Axis cameras to build a monitoring system optimized for the international wing's low ceiling height, and can now accurately track and monitor customers as they claim their baggage. Because AXIS P3304 and AXIS P5534 enable the integrated X-Ray reading room to monitor all processes from check-in of carry-on bags and checked bags to their check-out, system management is more unified in terms of reading staff and quality.

Processes before and after X-Ray scanning used to be difficult to monitor but after the introduction of Axis cameras, all stages from check-in of checked bags to their check-out are carefully recorded. As a result, disputes with travelers about lost or damaged bags can now be smoothly resolved. The high-definition network cameras allow the entire route to be monitored for abnormal cargo like narcotics, weapons, and expensive smuggled goods that could threaten public safety and our national economy and accurately track those individuals who receive such material. It is much easier now to identify risks and monitor movement during incidents.

Simplified system configuration reduces management points

Gimhae Customs used Axis cameras to build the network video system. This not only secured high-definition video of outstanding quality, much better than analog, but also simplified the system configuration to minimize management points. The network system saved space in the equipment room and reduced energy consumption. Now the burden of maintenance due to the complicated structure of the analog infrastructure (MATRIX, SDU, screen divider, character generator, etc.) has been eliminated.

