

DHL Express benefits from Axis IP cameras.

Reliable video surveillance system help DHL Express guarantee high quality services with improved security and operations efficiency.



Organization:

DHL Express

Location:

Russia

Industry segment:

Transportation

Application:

Cargo and logistics

Axis partner:

Special Systems and Solutions Ltd.

Mission

DHL, established in Russia in 1984, is a global leader in the field of international express delivery and logistics. Currently, the DHL Express network covers more than 5,000 locations across the country, with about 150 offices in more than 120 cities.

The major priority for such a wide-scale logistics company is the quality of customer service—implying an ability to track cargo at every stage, consider the workload of every station, and monitor progress in other areas of operational activity. In this context, the growing requirements for a video surveillance system demanded a huge modernization and replacement of analog cameras with IP cameras in a number of cities served by DHL Express.

Solution

In 2012, DHL began the installation of new video surveillance systems, featuring Axis network cameras, in their offices and working areas. Thus, the type and model of every Axis camera had to be selected individually in each case because this project covered hundreds of sites across the country that had different functions and climatic conditions.

Result

Now, most of the company's sites are equipped or have plans to be equipped with a number of cameras of different types and models. The following network cameras are involved in the project: outdoor and indoor cameras, dome cameras and cameras with panoramic view, PTZ and fixed cameras, etc. In some cases, the following intelligent video capabilities are used: video record in the event of motion detection, IR, and LED illumination.

“In 2012, when we started equipping our offices and working areas with a new video surveillance system, our task was to select a reliable system that would not only provide a high-quality image but also enable extensive video content analysis. We studied the market profile, carried out the internal research of video surveillance systems, and considered the recommendations of our partners. Based on these research considerations, we chose Axis Communications. After all, as a leader in our field, DHL is willing to cooperate with companies that strive for the same level of high-quality service.”

Sergey Schepilov, audit and security expert, DHL Express.

Project features

The company's widespread network across Russia presented the greatest challenge for video surveillance system modernization at DHL Express. That is to say, the offices are located in various regions, including those with severe climatic conditions. Moreover, DHL corporate international standards, as well as quality-to-price ratio, had to be taken into account. Finally, logistics specialists took their time to study the suitability of different systems for dedicated company tasks and to select the appropriate camera models for different rooms and applications.

“DHL focused on Axis because it is the ultimate leader and originator of IP video surveillance and ONVIF standard (communication protocol for IP cameras, video recorders, and video management systems), having a wide range of continually updated, reliable, and high-performance equipment compatible with our IT platforms,” said Sergey Schepilov, an audit and security expert at DHL Express.

Axis cameras were selected individually for each region and room depending on operating conditions. However, various cameras from the M, P, and Q series were the most common choices. Thus, the DHL office in Moscow was mostly equipped with Axis network cameras from the AXIS M10 and AXIS M11 series, while network cameras from the AXIS M30, AXIS P13-E, and AXIS M11 series were installed at a warehouse at Sheremetyevo.

Goals and future prospects

DHL pursues two major goals that can be reached by means of video surveillance systems: security assurance and operational activity support. Security is one of the top priorities for every video surveillance system; therefore, to reach this goal, DHL specialists only had to select a suitable type of Axis IP cameras.

On the other hand, image quality and video content analysis play the leading roles for operational activity support. It is important to know all the details when monitoring daily operations. Therefore, video cameras should provide detailed information on every action during cargo handling. For this purpose, security department specialists, together with DHL operational department representatives, use the video content analysis features of Axis cameras and their corresponding applications on a regular basis. Cameras provide all the information required to draw up internal analytical reports, estimate the situation, and optimize the operating process.

“Thanks to Axis cameras, we always stay tuned and can guarantee the high quality of our services. We can quickly fix problems and make necessary changes in the course of operation,” commented an expert from DHL.

DHL is growing its business in Russia; its coverage area includes a number of premises, warehouses, customer service centers, and sorting facilities. Modern video surveillance systems are required at every site to monitor cargo handling and registration as well as provide customer support. This situation offers opportunity for future collaboration between DHL and Axis.



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