

São Bernardo do Campo

Opportunity

The City of São Bernardo do Campo, located in the Brazilian State of São Paulo, is home to more than 750,000 people. Like many large urban centers, São Bernardo do Campo has a myriad of civil agencies that are responsible for ensuring public safety and the delivery of various public services, such as transportation, education and healthcare. As such, coordination and communication between these agencies is paramount, and leading the charge to bring them together is the Secretaria de Segurança Urbana (Department of Urban Security), which is the municipal body responsible for formulating and implementing public municipal city security policies.

According to Benedito Domingos Mariano, secretary for urban safety in São Bernardo do Campo, the city decided to build a new unified command and control center to serve as the cornerstone for an even more ambitious goal. “The main purpose of this project was to implement a ‘Safe City Program’ with the strategic objective to integrate four municipal agencies that operate in the urban security area: city police, transit, civil defense and the emergency ambulance department,” he explained.

Solution

The effort to integrate the services provided by these four entities is among the first of its kind to be undertaken in Brazil. After two years of evaluating the various options to address the city’s safety and security needs, Mariano and his team selected Verint® Situation Management Center™ (SMC) and Video Management Software™ (VMS) platforms to tie together a new network of surveillance cameras, as well as numerous other sensors that were deployed as part of its security overhaul. After a long bidding process, Informatica El Corte Ingles, a system integration company specializing in safe city project design and implementation, was chosen as the project’s systems integrator. They were faced with the challenge of taking the city from a small video network of just 35 cameras to one that now includes more than 400 IP cameras, as well as coordinates three more companies initiatives.

Mariano said that they chose Verint for the project due to its “ease of use” and “rich functionalities.” “We have just inaugurated the system and the team is very satisfied,” he added. “The system has already helped to support the investigation of a murder and several traffic accidents.”

The Verint solution helps generate Actionable Intelligence® from vast amounts of data, while facilitating system management and optimizing costs. The system can also deliver immediate situational awareness, aiding in faster response times. The intuitive, multi-layer user interface of Verint’s VMS streamlines video security operations to help users make sense of large volumes of video and data captured at an enterprise or citywide level. The software features powerful, fully integrated video management tools, including automated system health monitoring and event responses, investigation management, a software-based virtual matrix, interactive facility maps, a powerful and intuitive video viewing interface, and an ultra-thin client for remote/mobile users.



Customer

The Municipality of São Bernardo do Campo



Industry

Government



Solutions

Verint Video Management Software
Verint Situation Management Center
Verint IP Cameras



Region

Latin America



Results

- Delivers immediate situational awareness to expedite response times
- Provides integrated platform to tie the city’s legacy technologies with newer technologies
- Helps users make sense of large volumes of video and data captured at an enterprise or citywide level

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– Benedito Domingos Mariano, Secretary for Urban Safety, São Bernardo do Campo

Approximately 300 cameras in the city’s network feature pan/tilt/zoom functionality, which better enables monitoring center staff to identify offenders and criminal activity in real time. When an incident is observed in the center, authorities can be quickly dispatched to the scene, since the operations of the civil police and defense forces are now coordinated through a single facility. The cameras are being used in the city’s parks, commercial centers, schools, and areas where there are higher rates of crime, such as burglary and theft.

In addition to the new camera network, Verint has worked to integrate both the city’s legacy technologies – including over 400 panic buttons – and added new functionality. Part of the current system includes 110 GPS tracking devices, 100 vehicles and 20 environmental sensors (rainfall, river gauge and landslide) that are all consolidated into the city’s integrated monitoring center. The monitoring center itself, which is staffed by a team of professionals around the clock, boasts 28 workstations with three high-definition monitors each, as well as three video walls.

Results

Although the main goal of the video monitoring system is to protect the residents of São Bernardo do Campo, the system also integrates other important services, such as the city’s ambulances, to more effectively respond to accidents and people in need of critical care throughout the city; civil defense personnel, who keep an eye on areas prone to landslides and flooding; the transit department, which can now more easily spot disabled vehicles or cars parked in restricted areas; and joint efforts by the municipal civil guard and urban services secretary’s office to monitor and prevent environmental crimes, such as illegal waste disposal.

When it comes to the Verint platform, Mariano said he and his team couldn’t be more satisfied with the attention to detail provided to the city throughout this upgrade project.

“We are really impressed with the quality and level of support provided by Verint,” said Mariano. He added that Verint’s support, combined with the reliability, ease-of-use and feature-richness of the solution, are just a few of the reasons that he would recommend the company’s technologies to other cities in the process of implementing public safety projects.

The Safe City Program is just one part of a series of policies and initiatives undertaken by the city that are aimed at improving the lives of citizens in São Bernardo do Campo. Other programs include:

- **Ronda Cidadã (citizen patrol)** – Intended to curb crime in the city and extend a sense of security to citizens.
- **Ronda Escolar (school patrol)** – Designed to prevent drug trafficking, theft and robbery near schools.
- **Cidade De Paz (City of Peace)** – Seeks to foster the reconstruction of networks of sociability and solidarity using public spaces as a place of action, dialogue and citizenship. The program integrates projects such as Protejo (protect), which is aimed at providing new opportunities to youth, and the Mulheres Da Paz (Women of Peace).

The deployment of this new video network and building of the unified command and control center are part of an ongoing effort by the city to make São Bernardo do Campo a better place to live for residents.

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