



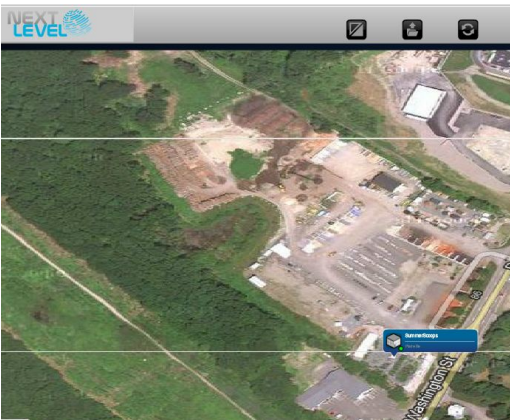
Osborne Nursery/Summer Scoops Case Study

"We're focused on customer service, not technology, so I sought out a security system that would be incredibly easy to use. The NLSS Gateway delivers on its promise of being user-friendly and technically advanced."

— Eric Osborne, President, Osborne Nursery and Landscaping and Summer Scoops

Customer

Osborne Nursery and Landscaping Inc. is a professional landscaping company that provides decorative supplies to businesses, homes and



gardens in Plainville, Ma. The company was founded in 1986 and recently expanded operations when its president decided to bring an ice cream shop to the community, converting a portion of the business into Summer Scoops. Located just four miles from Gillette Stadium, the home of the New England Patriots, the nursery

and Summer Scoops' eclectic assortment of merchandise and services attract a wide variety of customers.

Challenge

With two distinct and different businesses operating out of the same space, Eric Osborne, President, Osborne Nursery and Landscaping, and Summer Scoops, faced a bit of a time dilemma. The nursery closes at 5 p.m. every night while the ice cream shop remains open until 9 p.m. on most evenings. To further complicate the issue, the two businesses share a common hall that houses employee and customer restrooms. Osborne sought out a security system that could implement

[Continued on next page](#)

Details

Customer:

Osborne Nursery/Summer Scoops

Cameras:

Axis Communications IP cameras

Access Control:

Mercury Security

Next Level Solution:

NLSS Gateway 500

Next Level Benefits:

Multiple systems in one platform
Intuitive user interface
Integrated subsystems

Next Level Results:

Stronger access control policies
Remote access
Web-based interface
User friendly

"The NLSS Gateway is an affordable and truly easy-to-use system that lets you view your entire security operations at a glance. It's been a perfect solution for us."
— Eric Osborne, President, Osborne Nursery and Landscaping and Summer Scoops



Facility scoops up NLSS Gateway for access control, video management

easy-to-use access control measures throughout the facility to streamline closing, and monitor traffic to enhance security and reduce liability.

The nursery and Summer Scoops are located in a busy area that sees about 33,000 cars per day. While it is not necessarily a high-crime area, some local businesses have dealt with property theft. For example, a local RV rental facility had aluminum ladders stolen from several of their vehicles. At the same time, several cars were gutted for parts at an area car dealership. Osborne not only wanted to protect his businesses, but also safeguard his employees. Most of the Summer Scoops' employees are under the age of 21 and often work until the ice cream shop closes. In addition, Osborne wanted to reduce his liability risk.



"We deal with a wide variety of people here, from little kids and their families eating ice cream to truckers hauling trees around. You never know what could happen and we want to make sure we have footage of everything that takes place, hopefully from multiple angles," Osborne said. "However, I'm not very technical and by that I mean I'm a 'show me where the 'on' button is', so I was looking for something that would be incredibly easy to use."

Solution

The Summer Scoops/Osborne Nursery facility installed an NLSS Gateway 500 from Next Level Security Systems to manage video streams from 14 cameras from Axis Communications and integrated access control from Mercury Security. The NLSS Gateway is a security management system that integrates networked video management, IP access control, intrusion and video analytics into a single, easy-to-use unified solution. Next Level's approach allows data from these traditionally separate subsystems to be correlated without custom integration, giving system users a comprehensive view of their entire security operations through a single, intuitive user interface.

The business found additional value with NLSS Cloud Services, which offers users remote access to all of the functions of their security system from anywhere in the world through any Web browser or mobile device. Powered by NextConnect™, patented peer-to-peer technology that efficiently streams data to an unlimited number of users simultaneously from a single site, NLSS Cloud Services allow users to access camera settings, door controls and live video surveillance from up to four cameras on a single screen. Furthermore, it enables software to be updated remotely, eliminating the need for on-site support.

"I love that I can log into the system from my home, even if it's just to see how things are going," Osborne said. "That provides me with invaluable insight into my business."

NLSS Cloud Services improves upon traditional models by eliminating the need to route video and other data through a host with a direct connection between the remote user and the NLSS Gateway, allowing video to stream

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faster and smoother with reduced bandwidth consumption.

"Bandwidth was one of our initial concerns, but we haven't had even a hiccup so far," Osborne said.

Results

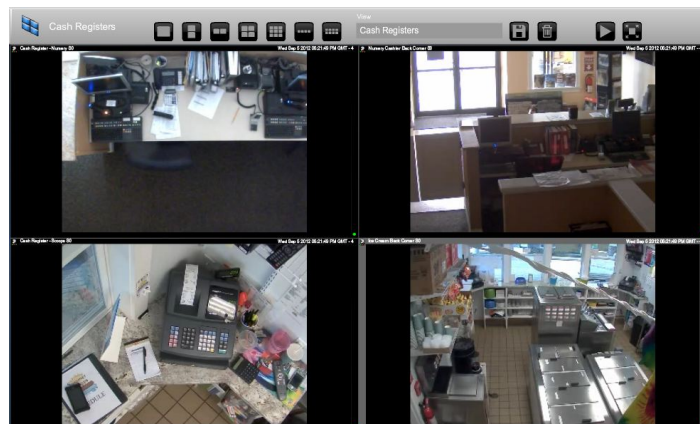
It didn't take long for Osborne to "find the 'on' button. He quickly learned how to operate the system, which he credits to the user friendliness of the Gateway.

"The ease of control is simply amazing," he said. "I have no issues managing and configuring the system. The display and controls are very simple. But at the same time, the system provides all the critical information I need to manage and secure my business."

Osborne's ability to quickly develop an understanding of the system helped mitigate multiple incidents. In one case, coincidentally on Friday the 13th, one of the Summer Scoops employees accidentally locked herself out. The employee called Osborne, who used his cell phone to open the appropriate door remotely.

"Not having to drive to the location to help mitigate the situation is a significant benefit. Sometimes our key holders will forget keys and instead of delaying opening, authorized employees can use their phones to communicate with the Gateway and open the door."

In addition, the system allows Osborne to close the nursery at 5 p.m. while keeping all of the necessary doors unlocked for the ice cream shop and restrooms to remain open. By giving Osborne an easy-to-read display of all six doors and whether they are locked or unlocked, Osborne can quickly be sure that the



appropriate areas are secure and manage permissions if necessary. He can even double-check the door status before he leaves the parking lot via his smart phone.

The coverage and image clarity of the Axis Communications cameras, combined with Osborne's grasp of the NLSS Gateway, has drastically eased his liability and security concerns.

Recently, a young girl playing with her sister in the ice cream shop accidentally ran into a granite countertop. "I was able to rewind the footage and see the entire event from multiple angles," Osborne said. "For me to be able to record that incident from three different angles and review the video so quickly is unheard of."

The surveillance coverage, coupled with remote access, allows Osborne to keep track of his business operations after he has gone home for the day, providing peace of mind that everything is operating efficiently and his employees are safe. The system is capable of providing remarkable images, including the ability to capture license plates, even at night.

"The NLSS Gateway is an affordable and truly easy-to-use system that lets you view your entire security operation at a glance. It's been a perfect solution for us," he said.

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