

VIDEO MANAGEMENT SYSTEMS

A MODEL FOR COMMUNITY SECURITY: THE COMMUNITY BUILDERS - SALIENT SYSTEMS PARTNERSHIP

The Community Builders (TCB) is a nonprofit organization whose mission is to build and sustain strong communities where all people can thrive. They work with businesses, institutions, and public officials to revitalize neighborhoods in ways where all people can live in healthy homes with equitable access to resources and opportunities to pursue their dreams. Their partnership with Salient Systems exemplifies the use of video technology in vulnerable neighborhoods to help achieve these goals.

TCB operates and manages 150 sites and properties across the country, employing over 600 staff members. These locations range from campus environments to individual buildings, each presenting unique security challenges to ensure overall resident safety. The primary focus for implementing a video management system is not only to ensure safety and security but also prevent property maintenance issues.



Under Joe Giggey's leadership as senior director of Information Technology, TCB established enterprise-level security standards. These standards enabled access to video remotely through smartphones, iPads, and laptops for a central team of sites in 30 cities. Additionally, seamless integration with existing cameras and access control systems was required, considering TCB's extensive network of

30+ access control systems and about 6,800 different camera models. Affordability was another crucial factor, as is often the case for nonprofit organizations. Having an easy-to-administer VMS, reliable search and video export functionalities, scalability for future property acquisitions, and centralized management in a distributed environment were also significant requirements.

Salient's CompleteView VMS met all the specified criteria, marking the beginning of the partnership between TCB and Salient in 2016. The deployment of CompleteView has grown to 85 site recording servers and over 2,300 camera licenses. Given the widespread nature of TCB's properties, certified regionalized integrators have been selected to install CompleteView across TCB locations. These integrators have been trained and received certification from Salient Systems professional trainers on installation, executing upgrades, expanding systems, and customizing the deployment ensuring effective implementation and ongoing support. In addition, manufacturer support by Salient's own System Engineering team has been utilized and according to TCB personnel, "has been phenomenal."



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TCB staff help address complaints, educate residents on lease rules, and avoid evictions. Salient's CompleteView has assisted in resolving disputes, and investigating incidents. In addition, the ability to verify details of incidents in progress helps pinpoint the location and gives first responders details about the situation they may face on arrival. Video footage provided by Salient's VMS, CompleteView has proven invaluable in multiple instances and according to Giggey "The VMS paid for itself immediately, highlighting the effectiveness and value of this partnership."

The collaboration between TCB and Salient Systems has become an exemplar of how technology can be harnessed for the greater good, building trust and effecting positive changes in vulnerable neighborhoods. With ongoing support from Salient Systems, TCB is committed to making a lasting impact and ensuring strong communities where all people can thrive.

