Domotz Case Study

Alvarez Technology Group: Using Domotz to Monitor Security Cameras

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Managed Service Providers (MSP) can easily add more value to their services by taking advantage of monitoring security cameras. In a regulated industry, such as cannabis, even more value can be provided. In this Case Study, we will address how one MSP has capitalized on this type of service and minimized his costs using Domotz.

20 Years and Accelerating...

Alvarez Technology Group, based in Salinas, California, is a successful IT MSP that has help small business, banks and local governments build out networks, voice systems and security/access control systems. As California adopted laws that allowed for the sale and use of Medical Marijuana, and eventually allowing recreational use, there was an opportunity for Alvarez Technology Group to take advantage of the requirements put onto the newly formed Cannabis Industry.

Looking for Opportunities...

In short, there are regulations in place that requires documentation and monitoring of cannabis from "seed-to-smoke". As part of this regulation, security cameras must cover every square foot of the cannabis manufacturing facility and retail shops. As part of this regulation, these cameras must be running 24/7, always be recording and retain the information for 90 or more days. At any point, an auditor can check that these facilities are being monitored, and if any camera is offline, or not functioning, the facility can lose its cannabis license. Therefore, monitoring of cameras has a very high value for the business.

Protecting What Matters...

It's safe to point out that cameras in general are important to business security. Cameras help protect against theft, both internal and external. They also help mitigate potential lawsuits and fraudulent insurance claims. These cameras are only effective if they are online and functioning properly and most businesses do not look at these systems until they need them, and at that point, it may be too late. Proactive monitoring of these network-based systems is a great way for any MSP to extend their business services, just as Alvarez Technology Group has done.

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Bringing It All Together...

Alvarez Technology Group has taken advantage of some of the key features within Domotz and used it to their advantage. By leveraging the primary network monitoring functionality, they get immediate status when a camera goes offline. A ticket is automatically generated, so that their team can track the situation. Because of the high-priority nature of these cameras, the team can remotely log into the network using the Domotz Dashboard validate if the camera is still offline and issue a power cycle through the managed switch or PDU as appropriate. If the camera comes back online, using Domotz they can validate the functionality by looking at the streaming image from the camera and then close the ticket as appropriate. The actions taken by the team at Alvarez Technology Group are logged and recorded for auditing purposes.

Building a Better Report...

To further their services for their clients, Alvarez Technology Group takes advantage of the reporting features enabled by Domotz. They created a process by which they send customized reports to their clients regarding the services they do for their clients and the status of all the systems, including the cameras they are monitoring. To customize the reports further, they use the Domotz APIs to extract a current image from the security cameras and add that to their reports, validating the online status and functionality of the cameras.

Consider What You Can Do...

While Alvarez Technology Group has capitalized on a heavily regulated industry, all managed service providers should consider how this type of service can be extended to their customer base. All businesses have some form of security system in place and as these systems become network connected, MSPs need to help their clients know that while they are managing the network, they are also influencing the effectiveness of the security system. It is quite reasonable to extend your services to the security system, but make sure you are adding value by generating reports to show your responsiveness to these critical systems.