

Scalable Video Ensures the Sky is the Limit

Being isolated on the edge of wilderness means there's a need for a video system that's both reliable and flexible. For that reason, the team at Jackson Hole Airport (JAC) since 2009 has relied on video management software (VMS) from Milestone Systems to enhance security, safety, and efficiency.

Challenge: Keep Scaling

At the edge of the frontier, Jackson Hole Airport has experienced considerable growth over the years. Significant capital investments in expansions have made new video system integrations possible several times, and Milestone XProtect® has supported the airport's needs along the way.

As of 2020, over 220 cameras are in use, but the airport shows no signs of slowing down. New projects will include building a fuel farm, a car wash, and expanded parking facilities. As the need to increase security continues, XProtect open platform software will enable IT team growth and the seamless integration of new cameras and data storage capabilities.

Greater Situational Awareness

All video is kept for up to a full year, with most of the system's cameras set for motion recording around the clock. As a result, administrators achieve greater situational awareness and better security. The video system has enabled improvements throughout the entire airport.

For example, Jackson Hole Airport contends with a great deal of plane de-icing for several months each year. The process occurs at a distance from the main buildings. Thanks to the video expansion, each airline is now able to monitor the de-icing of their planes. Allowing airline personnel to monitor progress on their own has saved airport staff time and resources.

Monitoring Security

In addition, the airport uses the system to closely monitor the security checkpoint to capture video documentation in case of an incident. By monitoring baggage areas, it's possible to investigate lost bags and left-behind items by reviewing recorded video.

New 4K multi-sensor cameras support an investigatory system, helping staff see previously uncovered areas. The cameras capture high-resolution video and provide enough data to zoom in after the fact. Additionally, the team has deployed video analytics from Agent Vi to provide a layer of automated alarms for flagging abnormal occurrences. For example, video analytics can detect travelers moving against the foot traffic flow and crossing into restricted areas.

Milestone's XProtect Smart Client has improved general situational awareness in the airport. Authorized users now have a new standard for accessing surveillance remotely. It provides seamless viewing of live and recorded video, instant control of cameras and connected security devices, and a comprehensive activity overview.

Solution: Force Multiplication Using Technology

The ongoing use of Milestone's VMS makes it possible to maintain the independence and efficiency of a small team of personnel, delivering maximum security at the edge of a wild frontier.

Andrew Wells, IT Manager for the Jackson Hole Airport, says, "Situational awareness for our team and our clients allows us to be as secure and efficient as possible with our small team. The flexibility of the open platform VMS allows us to scale our system and add the features we need now and in the future."

About Jackson Hole Airport

Jackson Hole Airport lies seven miles north of Jackson, Wyoming, at the base of the Teton mountains. It is unique for being entirely within Grand Teton National Park. It is the busiest airport in the state, with nearly 500,000 in-bound passengers annually. The airport covers over 500 acres and has one runway, nine boarding gates, and three baggage carousels.

About Milestone Systems

Milestone Systems is a leading provider of open platform video management software. This technology helps the world see how to ensure safety, protect assets, and increase business efficiency. In addition, Milestone enables an open platform community by driving collaboration and innovation in developing and using network video technology.

Milestone has reliable and scalable solutions that are proven in more than 500,000 installations worldwide. Founded in 1998, Milestone is a stand-alone company in the Canon Group. For more information, visit www.milestonesys.com.