



## **Client Case Study** **Metropolitan Police**

*"The new Dz-Wall System embraces the latest state-of-the-art technology and provides far greater control, flexibility and overall adaptability than we thought possible! We can now display any of the 30,000 live camera feeds instantly, greatly reducing the time required to achieve operational readiness for major incidents."*

**Greg Page, Head of Overt Operations**  
**MPS Operational Technical Support Unit**

## Background

Policing the streets of London is, we would all agree, a major task. Not just day-to-day operations, but regular and one-off events that swell the capital's population by enormous numbers. To do so effectively requires a broad, reliable and highly effective CCTV monitoring and communication system that can be adapted to suit the specific event.

The task of policing London's streets falls upon the Metropolitan Police Service, operating until recently from a Command Centre at New Scotland Yard. This centre has now been superseded by two new installations, complete with several massive DZ-Walls from Elport EU.

### The Challenge

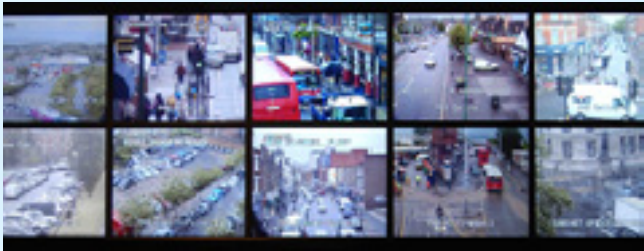
The locations provide complete police command and control for London so the full requirement was for total integration between all facilities and services. The system integration task fell upon the specialist Video and Control Systems company, AMX-Endeleo, acting as system integrators and working closely with individual project managers. Jonathan Mangnall was responsible for providing the commercial aspects of the project tender and heavily involved in the integration process: "The original specification was complex and comprehensive, requiring a system that delivered highly flexible and easily configurable audiovisual content with total integration with the Met's Integrated Command and Control System (ICCS) and other services, including telephony, radios and data services. We had to develop a system using best-of-breed components and integrate

and install them over a relatively short timescale to achieve what is today one of the most advanced operation centres anywhere in the world. Above all it had to be ultra-reliable, it is simply not an option to have equipment failure during a high-pressure policing operation in Central London, so there is considerable back-up and redundancy throughout the system."

There are three elements to the system: management and switching of over 30,000 discrete CCTV camera feeds from various locations and hubs; processing and configuration of the video walls and overall monitoring of the feeds. Each element had to be considered separately and integrated within the complete system, along with the other services and the ICCS control software suite.

## The Solution

In Lambeth, Overall Operational responsibility falls upon Police commanders located in separate command rooms. Each of the command rooms has full communication capability and a DZ-Wall comprising four 46" LCD panels in 2 x 2 matrix, capable of displaying one single large image or 16 separate ones, or anything in between.



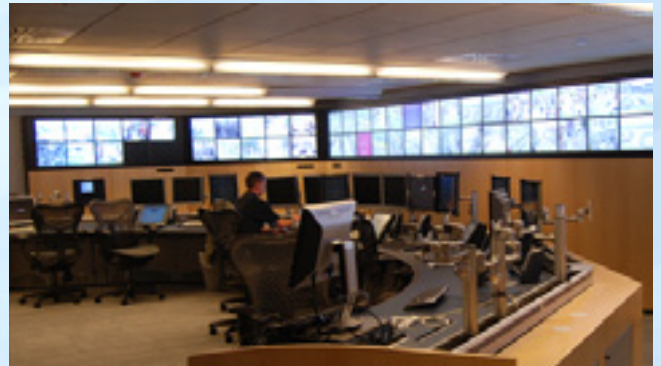
Behind each command room sits a Briefing room with sixteen-seat conference table in front of a 2 x 3 DZ-Wall wall, again constructed from 46" LCD panels and able to display anything between one and 24 individual images, from either video or PC screens including maps.

The technical hub for the Command Centre is the CCTV Monitoring Suite, a separate area in which a team of Support Staff have access to a super-set of incoming video feeds from the Met's helicopters, street cameras and mobile cameras. Here, activity is monitored and staff respond to requests from Command Officers to feed individual images onto the main video walls, configuring them for the most appropriate display to meet the current situation. Two DZ-Walls, one with 100 screens, split into three banks and supplemented the other containing an array of 20 screens provide critical viewing of the most important cameras in the Monitoring Suite.



In the second centre a 16 x 4 DZ-Wall can display up to 64 separate images in the monitoring suite. Permanent communication links and control facilities allow the displays to be configured and controlled from either site, making it possible to switch quickly and easily between the two locations.

The primary use of the DZ-Walls throughout the centres is to monitor the vast number of incoming video feeds, as well as internal PC graphics information presented another problem area that was solved by the employment of DZ-Wall displays.



Each one was custom-built and utilises Elport's own switching, scaling and configuration processing to manage and manipulate multiple video and graphics feeds. Each DZ-Wall can receive a large number of inputs. In addition to simple display of inputs on a one-to-one basis, the screen contains internal switching and scaling processors that allow an external controller to position any input at any position on the full display, whether that is on a single panel or over several, right up to the display of one image over the whole screen.

Obviously it is impossible to manipulate and display all 30,000 incoming sources. At any time a selection of 1024 individual feeds can be made by means of a large video switch, the outputs of which can then be viewed as required.

The complete systems have now been operational for several months and used successfully in real events, proving their worth on each occasion.

Lee Edwards, Elport's Managing Director explains: "We had to provide an interface that allowed simple operator control of the display as well as integration with the ICCS system so that set configurations could be programmed and recalled under system control. DZ-Wall already has this capability built in and it was reasonably straightforward to extend it to this application, although this is the largest ever installation so it gave our engineers a challenge to get the control system operational in this highly complex environment." Further DZ-Wall displays built using 46" LCD panels are utilised in the Gold and Silver Commanders' rooms and briefing sections, again operating with multiple inputs and used to present any combination of feeds arriving at the building.

## The Result

Greg Page, Head of Overt Operations with the MPS Operational Technical Support Unit was familiar with the both the old centre and the new ones...

"The new system is an improvement on the old one at New Scotland Yard, providing much greater user-friendly control, flexibility and overall adaptability. It embraces the latest state-of-the-art technology and is more user-friendly with greater flexibility, assisting the organisation to respond appropriately during public order events and helping to prepare in terms of operational readiness for major incidents. We can instantly respond to the commanders' requests to display any of the 30,000 live cameras."

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