



# MYRTLE BEACH INTERNATIONAL AIRPORT UPGRADES TO AMAG'S SYMMETRY SMS

Myrtle Beach International Airport serves over 1.5 million travelers each year to and from one of the most popular golfing destinations in the United States. To accommodate the growth the area has experienced, the airport replaced its legacy security system, which was no longer servicing its needs with AMAG Technology's Symmetry Enterprise Security Management System (SMS), intelligent field hardware and smart card readers with bi-directional encryption. Based on scalability, ease of use and operation, along with the lower cost of maintaining the system, they chose AMAG's Symmetry SMS, integrated with NetDVMS digital video recording platform from On-Net Surveillance Systems, Inc. (OnSSI) to provide a powerful IP-centric solution. Airport officials highlighted how secure the system was from end to end and the enhanced video integration that the new system offered. They replaced their old analogue video system with a digital system that is seamlessly integrated to Symmetry at a high level through the software. The IP security solution is one of the first all digital security systems in the southeastern United States.

## Identity Verification

Myrtle Beach implemented an extensive identity verification system to confirm a person's identity before allowing them onto the airport ramp. When a person swipes their access credential at a gate, a camera automatically turns and locks onto the face of that person. The person's face appears on the SMS screen in the command center where a security operator can compare the camera view with the picture captured in the Symmetry software. If it matches, the security operator allows the person to enter his or her PIN and grant access through the gate.

The AMAG system has approximately 100 smartcard readers with PIN to control access to the security identification display area (SIDA), which includes the baggage belts, bag make-up, all perimeter gates, general aviation area and access to the fuel farm.

## Command Center Monitoring and Control

The airport's command center contains two security stations with 14, 24" monitors and two 50" LD displays to provide a

clear view of its 80+ cameras. If a door goes into alarm, the system displays an image of the door and its cause for alarm at the security station. If the alarm is determined to be false, it's acknowledged and terminated. If it's a valid alarm, the security operator will call the airport police and investigate promptly.

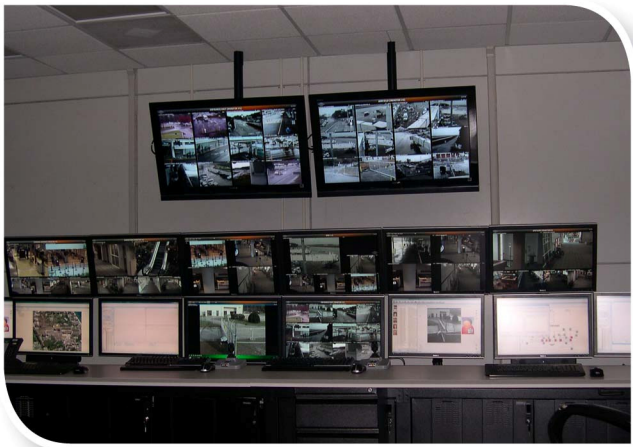
There are three screens in each security station. Alarms are displayed in Symmetry's virtual matrix on the third screen, which is active all the time. The virtual matrix allows the security operators to customize their views. When an alarm sounds, the camera screen reporting in that alarm can pop up into a larger view, making it easy to identify what is happening, and security operators can make instant decisions.

Cameras are posted throughout the concourse and ticketing area in case there is an issue with people purchasing tickets or checking-in (or in case there are issues at the passenger check-in location). Cameras monitor the bags going through the bag make-up area and baggage claim to prohibit anyone from crawling through a door and causing a liability. Cameras also monitor escalators and steps for liability reasons, as well as all entrances to the jet bridges. Outside, cameras are located at every gate around the airfield exterior and every jet bridge.

## AMAG/OnSSI Integration

Myrtle Beach built their IP-centric solution by integrating AMAG's Symmetry SMS with OnSSI's NetDVMS digital video recording platform, which features extensive live video, archive and event management, powerful investigation tools and multiple video clients to assure the delivery of video from any camera, wired or wireless, to any user. The integration makes the system readily and easily expandable, as NetDVMS supports IP cameras and encoders by leading manufacturers in formats including HD/Megapixel, 360-degree and specialty cameras.

"When we want to add a camera, the only purchase required is the camera and license," said Myrtle Beach International Airport, I.T. Director of Airports, Scott Van Moppes. "The camera can then plug into any available network port, which unlike an analog system is generally very close to the new camera location."



"If the threat level changes, we simply change the threat level in Symmetry."

Doors and cameras are powered from centralized locations and are on battery back up. In the event of a power failure, the battery back up allows the system to remain functioning until the generator kicks on.

"Running all power from a centralized location is one nice feature of having a fully digital solution," said Mr. Van Moppes.

Myrtle Beach Airport's 80+ cameras constantly record activity. They installed an OnSSI video server with approximately 22 terabytes of video storage to accommodate 30 days of video storage. Storage is easily expandable with the addition of a cost-efficient server.

"The video server provides us with all the storage we need," said Mr. Van Moppes. "We like using a computer with attached storage rather than having to buy additional hardware equipment to accommodate our storage needs."

#### Threat Level Manager

The airport also installed the Symmetry Threat Level Manager module. Threat Level Manager provides a simple way to change the security level of the airport, in accordance with the current threat level issued by the Office of Homeland Security, and lock down a specific set of doors with the click of a button.

"The threat level advisory is currently set at code orange," said Mr. Van Moppes. "If the threat level changes, we simply change the threat level within Symmetry."

Threat Level Manager provides a fast way to isolate a bomb threat, for example. If there is a threat in terminal B, the entire terminal can be instantly locked down. Unattended luggage could also be isolated using threat level manager.

#### Biometrics

Being an all digital security system, it's no surprise the airport was interested in biometric technology to add an additional layer of security to critical areas. Mr. Van Moppes wanted to test a biometric reader out before installing them throughout the airport, and installed a fingerprint reader to gain access into the Operations Center.

"We wanted to make sure they worked and they work great," said Mr. Van Moppes. "We plan to use them for access to the

administration offices and jet bridges. The jet bridge is your last secured door between the airplane and sterile area, therefore it's the last point of defense before someone enters an airplane."

#### Unforeseen Benefits

- Symmetry's copy feature allowed them to add a door or gate quickly. Just copy and paste an existing gate, edit a few text boxes and you instantly add another door in five minutes. In their old system, it would have taken 90 minutes to add one door.
- The bulk amendment feature allows them to add or delete an entire group quickly. Easily add or subtract a door or permissions to customize.
- Symmetry is a true Window's based system. This makes it easy to navigate.

#### Johnson Controls

Johnson Controls installed AMAG's Symmetry SMS at the airport. Johnson Controls integrates technologies, products, and services to create smart environments that protect people and secure assets. They responded thoroughly to the RFP developed by The Burnes Group, who worked closely with Myrtle Beach Airport to develop a comprehensive security solution featuring advanced technologies that delivered simplicity of operation, enhanced effectiveness and cost-effective protection.

"We are thrilled with the level of service that we received throughout the installation process from Johnson Controls," said Mr. Van Moppes.



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