

SUMMARY

Industry
Fitness

Company
NRG Lab

Location
Massachusetts

70%
REDUCTION

in tailgating
(from 14.95% to 4.44%)

11x
ROI

in visitor
fees alone



THE CHALLENGE

Protecting people, property, and the bottom line

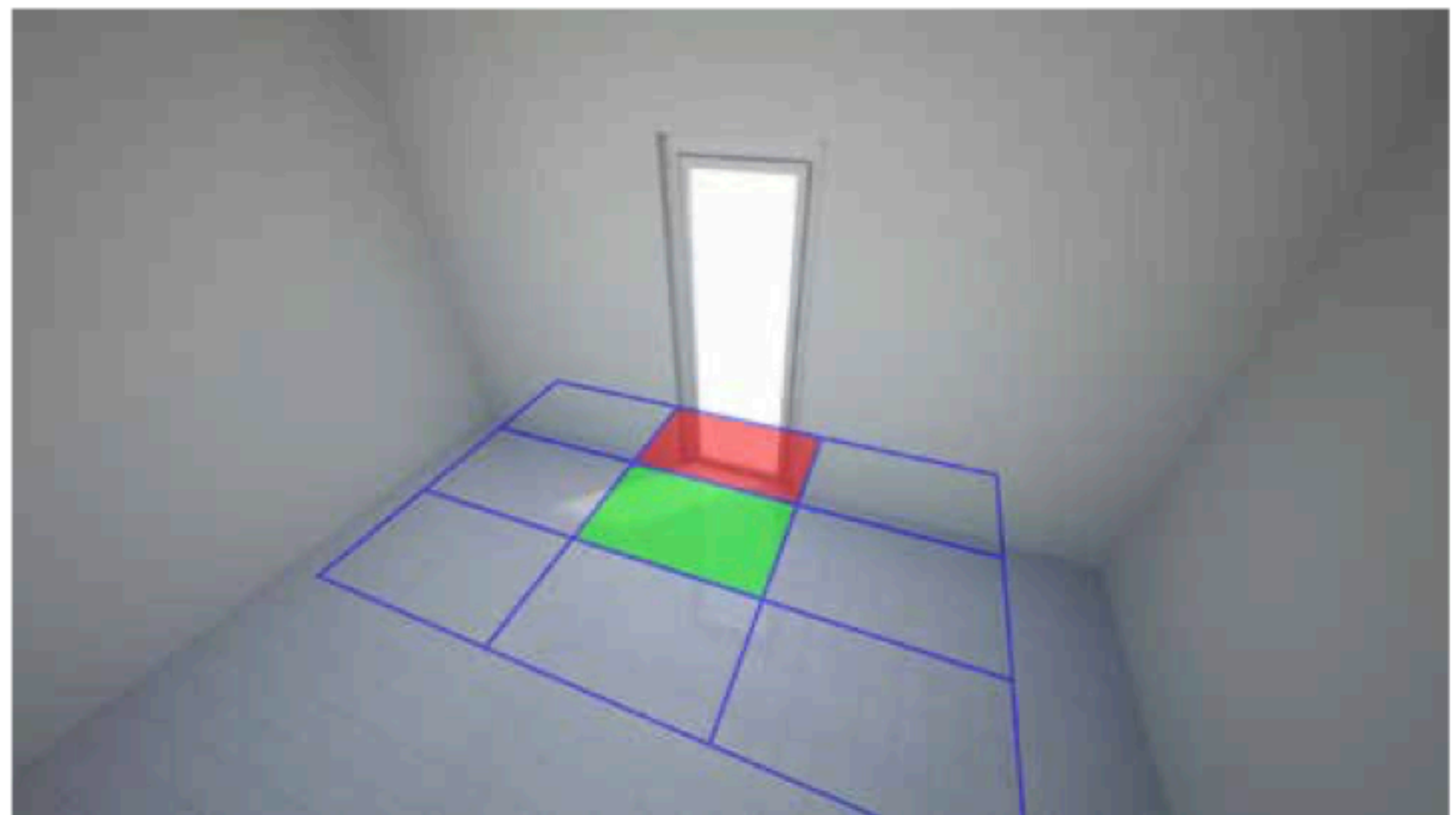
"Tailgating (or "piggybacking") is one of the most common security risks. Unauthorized entry can compromise intellectual property, lead to thefts, and threaten employee safety. It's a particularly challenging problem because serious security breaches are commingled with polite people holding doors for innocent guests and co-workers.

For NRG Lab, which owns and operates gyms in Massachusetts, persistent tailgating was resulting in ongoing lost guest fee revenue. The onset of the Covid-19 pandemic brought even greater challenges. The gyms needed to reduce occupancy to meet safety guidelines and protect the well-being of members. That also required a move to 24/7 operations to sustain profitability and meet member needs. So it was essential to monitor unauthorized access, especially when the front desk was unstaffed.

THE SOLUTION

Putting existing cameras to work

Camio real-time video search uses existing cameras to detect tailgating. Driven by AI and machine learning, Camio turns standard 2D cameras into 3D sensors — without the cost and complexity of installing specialized devices for infrared, laser, or stereoscopic vision. With Camio, cameras gain a new sense of depth and understanding by segmenting and tracking people as they move on a 3D floor-plane grid that defines the areas inside and outside of each entrance.



DETECT TAILGATERS USING EXISTING CAMERAS.

Seamless access control integration

Tailgating detection can be added to any camera without additional on-premise equipment or complex integrations. Camio integrates seamlessly with access control systems such as Openpath. The compute power for Artificial Intelligence/Computer Vision is dynamically provisioned in the cloud to analyze each access control event. Camio's SaaS deployment ease also provides budget flexibility in choosing which doors to monitor when.

"Camio set up our tailgating solution in less than an hour using our existing cameras. Now we're able to protect our profit margins by charging for non-member guests and protect the well-being of everyone who passes through our doors."

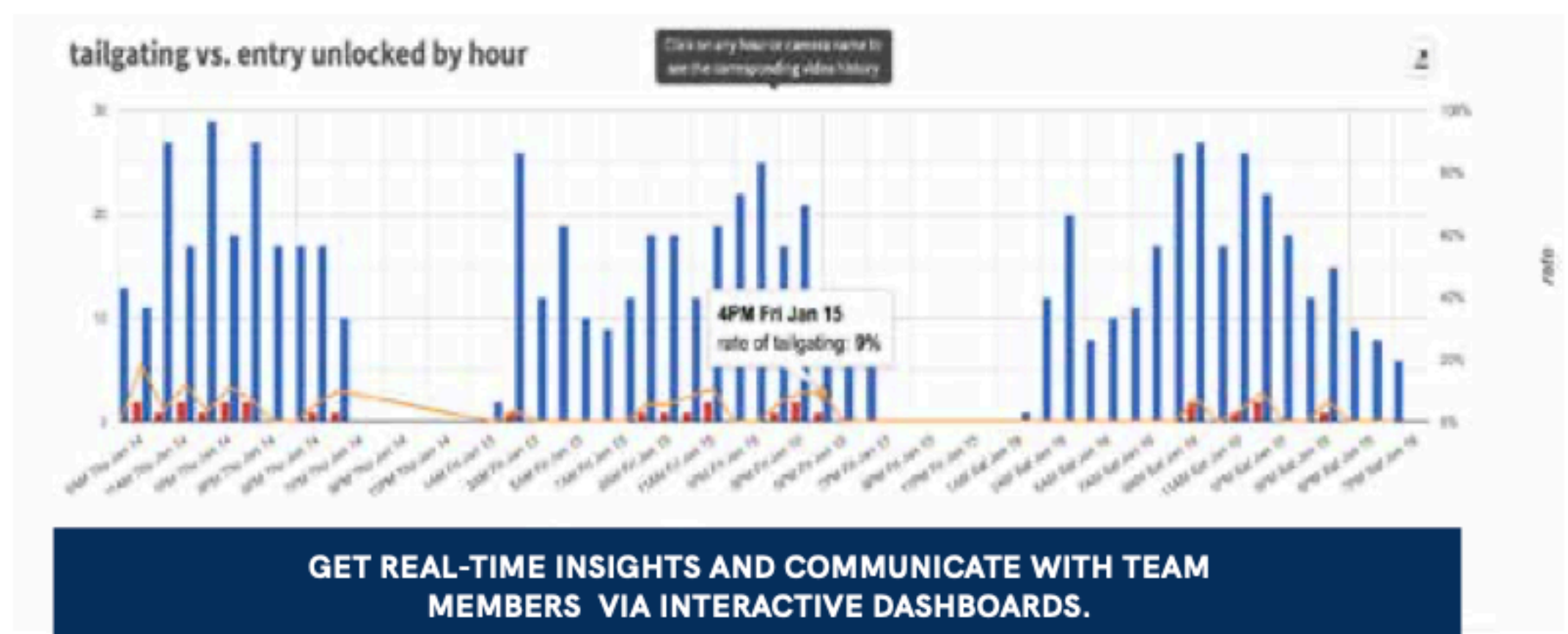
-Luther White
President and CEO
NRG Lab

Automatic alerts

Each time the number of people passing through an entrance is greater than the number of people authorized to enter, Camio triggers a tailgating alert. Alerts are sent automatically to authorized personnel — and optionally to the people involved in the tailgating incident — to be viewed from any browser on any device.

Dashboards tell the story - in real time

Interactive dashboards help staff view streams, communicate with team members, even send incident links directly to law enforcement for immediate response. Dashboards also identify trends and vulnerabilities, and measure the impact of security policy changes with data comparisons to prior periods.



Industry-proven IT security

Security best practices such as TLS encryption with Perfect Forward Secrecy and 256-bit AES encrypted storage meet the most stringent IT requirements. Remote access is secure with no open in-bound network ports, and Camio operates securely by isolating the camera network from the corporate network.

THE RESULTS

70% reduction in tailgating

Once Camio was deployed, the gyms saw immediate results. The system served as a deterrent, with fees imposed on members who knowingly allowed tailgaters. Within the first two months, tailgating had declined by more than 70% - from 14.95% to 4.44%.

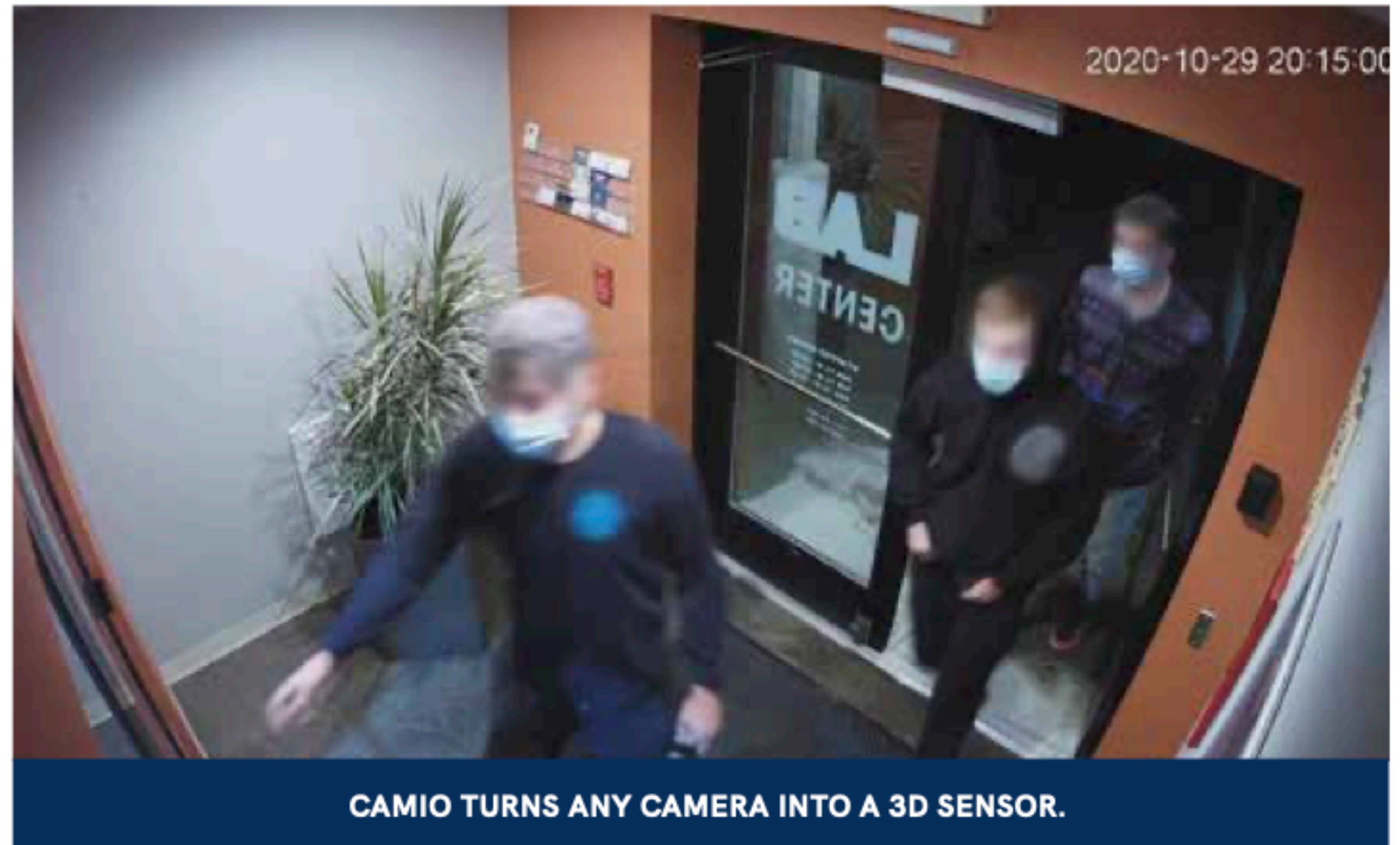
A revenue generator

Not only did NRG Lab protect against unauthorized visitors entering the gyms, management was able to identify and bill offenders, with video clips provided as needed for corroboration. At \$20 per guest pass, the company gained 11x ROI.

*"Providing new
around-the-clock
access to our gyms
was critical to
reopening safely,
meeting the needs
of our members
and maintaining
profitability."*

Investment recouped in days

NRG Lab identified multiple tailgaters within days of deploying the system, earning back its investment within the first week of deployment. In fact, catching just two tailgaters recouped the costs of implementing Camio.



Around-the-clock operation without additional staff

With Camio, the gyms were able to stay open 24/7 without hiring more staff. The system accurately tracked all members and guests entering so there was no need for overnight front desk coverage.

Mask detection to protect health

Camio detected people without masks during the pandemic at the same time it detected tailgaters. Each door camera monitored mask-wearing as Camio counted each person passing through the doorways.

Remote deployment in minutes

Camio's SaaS (Software-as-a-Service) architecture enabled fast, easy deployment. Only one short training session was required to choose the alerts desired. For small gyms without on-premise servers, the Camio Box gateway connects cameras to the cloud without requiring network changes.

Turning existing cameras into automatic tailgating detectors, Camio is a simple and effective way to reduce the risks of unauthorized access and understand the issues that warrant human attention.