

Protecting Auto Dealerships



Every industry has unique challenges. As part of TechSmart™, Wave Representatives is providing application specific recommendations to make it easier to deploy proven solutions.

Wave Representatives has a tremendous amount of experience supporting systems integrators on large auto dealership installations and over the years we have found the following five areas to be key in a successful implementation.



5 Keys to Success

1. Service Damage Claims

Problem:

We live in a litigious world and auto dealerships are hit with a tremendous amount of fraud when it comes to false claims for service and maintenance.

Solution:

Megapixel resolution is creating a recourse for dealerships by showing their customers that damage was there *before* they took their car in for service.

It's important to obtain video of every vehicle that drives into service using the proper layout, resolution, wide dynamic range and frame rate. We recommend 8 megapixels with 15 frames per second to fully capture the level of detail needed to mitigate false claims against your dealership.

H.265 is a video compression technology used by film, television and streaming devices. It also makes higher resolution much more affordable by doing two things: Reducing video storage costs while maximizing the number of cameras per video recorder.



2. Theft and Vandalism

Problem:

Insurance costs can increase dramatically after a series of claims due to vehicle theft or vandalism. However, many areas are out of normal range for cameras jeopardizing large amounts of vehicles to damage.

Solution:

In addition to basic intrusion detection, protecting key choke points of the dealership helps mitigate unwanted traffic after hours. Combining wireless perimeter solutions with wireless point-to-point video and audio creates an additional defensive barrier, deflecting criminal activity. Lighting is also a key component and we recommend LED lights combined with high resolution cameras to ensure usable video.



3. Sales and Marketing

Problem:

Having a clear understanding on how long customers are waiting for assistance and how many shoppers are entering into your showroom can be the difference between making your quarter or not.

Solution:

Video analytics have developed substantially over the last five years. Out of the box video solutions should include basic tools that allow you to count people, create virtual alarms and detect vehicles when entering the dealership. Simple alarms for sales managers will provide the tools necessary for optimum customer experience. Video displays should be rated for 24/7 operation and allow sales managers to view the property easily from the sales desk.



4. Safety and Injury

Problem:

Anytime heavy machinery is involved in a business there is a potential for accidents and workers compensation claims.

Solution:

Having a video record of an injury is paramount to reducing liability and improving best practices within the service department. Video can become an excellent real world training tool for new employees and show proper operation of tools and procedures that have been put in place by the dealership.



5. Internal Theft

Problem:

Sometimes theft occurs within the organization, this can take place within any department.

Solution:

Adequate video surveillance and access control provides fewer opportunities for rogue employees to operate unseen. While it's impossible to surveil every square foot of your property, key areas can help prevent loss. Safe room, IT room, tire and battery storage, parts storage and retail accessories shop.

About Us:

Wave Representatives specializes in embedded design and sales support for security manufacturers, ensuring end users and systems integrators have relevant product information and guidance for their security applications.

Our purpose is to ensure optimally designed solutions are deployed by accomplished partners for the ideal customer experience.