Client Profile

www.nestlehealthscience.co.uk
Industry: Manufacturing
Turnover: approx £45M
Size: approx 100 users
Locations: UK, Nationwide

Natural Health and Wellness

Nestlé Health Science is a global leader in nutrition products, living at the intersection of science and nature. Boasting some globally recognisable brands, such as Nature's Bounty®, Solgar®, and Osteo Bi-Flex®, Nestlé Health Science has grown from humble beginnings in 1971 to a 4,000-strong company which is part of the Nestle Group.

In the United Kingdom, Nestlé Health Science operates a large warehouse and office complex where it distributes across the country. In order to secure their valuable stock, Nestlé Health Science invested in a CCTV surveillance system, but after a few years in use they decided it had some flaws they were keen to improve.

The Problem

"We had a legacy CCTV system that worked well in practice, but it had some inconveniences that frustrated our warehouse manager." says Simon Foxwell, IT Analyst at Nestlé Health Science. *"In a post-Covid world, it's convenient for staff to have the option to work from home. This was tricky on our old system"*.

The legacy CCTV system in place at Nestlé was hosted on an Digital Video Recorder located on-site at their warehouse. In order to access it, one must connect to the video recorder using a VPN. *"The system was really slow and cumbersome.*

"It was particularly bad if you were connecting in away from offsite." says Foxwell. Nestlé's legacy CCTV system, like many legacy systems, was app-based and therefore put a significant processing load on the laptops and computers they used to access it. The warehouse manager found accessing his CCTV footage would slow his laptop to a crawl, and the system was not particularly feature-rich rich with the exception of being able to view and record footage with it.

After considering upgrades to their system, Nestlé Health Science explored the possibility of Cloud CCTV. After reaching out to a few potential partners, Nestlé settled on the entrust IT Group, a partner of Eagle Eye Networks – the leading Cloud CCTV provider globally.

The Solution

The entrust IT Group implemented a Cloud CCTV solution with 30-day recording. This solution offers a significant number of advantages over legacy CCTV. Firstly, all footage is uploaded into a cloud storage environment, making it accessible anywhere, without the need for a VPN. To make best use of the internet bandwidth on-site and ensure the Cloud CCTV service does not negatively impact staff's ability to work, a small physical storage device called a 'cloud bridge' temporarily stores footage, which is then uploaded into the cloud at low-traffic times such as overnight.

"To put it simply, our team absolutely love our new Cloud CCTV system." continues Simon Foxwell. *"Our warehouse management team can now access footage remotely without it crashing their laptop, and it has made running our warehouse and keeping it secure so much easier"*.

Nestlé Health Science were thrilled to learn that they would not have to purchase any new cameras to make their new cloud service work. Simply hooking their existing camera estate up to a cloud bridge is enough to unlock a modern cloud-managed service.

Additionally, Cloud CCTV brings futuristic tech features such as Artificial Intelligence rich-text search. If you're looking for something in particular in your footage, simply search for it in natural language. For example, searches for 'red car' will sift through all your footage to show you all clips that meet those criteria. The service also offers context-based flagging. Gone are the days where security managers were forced to sift through thousands of hours of footage to find an event.

The Cloud service evolves over time to offer additional improvements. Nestlé Health Science will receive quality of life developments at no extra cost. Contrary to legacy CCTV which remains unchanged throughout its lifespan, Cloud CCTV is future proofed.

Nestlé Health Science are also grateful for the ongoing service they receive. The entrust IT Group operates Cloud CCTV as a Managed Service, meaning that Nestlé have access to a UK-based helpdesk for support and assistance throughout typical office hours.

"Working with the entrust IT Group made everything so easy. They explained everything clearly, and their service team has been perfect. We almost always receive responses and resolutions on the same day. It's fair to say we definitely do not get those sort of response times with other vendors." continues Foxwell.

As Nestlé Health Science assimilates more closely into the Nestlé family, there are a lot of changes underway. However, the team are thrilled that the security of their site is covered by a modern, evolving CCTV solution.
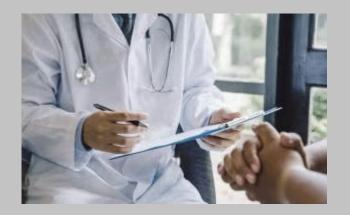
Summary

- **Web-based management**: Access your live footage and recordings conveniently from your browser on any internet enabled device.

- **Always evolving**: entrustIT Cloud CCTV service evolves with new features at no additional cost.

- **Ongoing Support:** The team at Nestlé have access to UK-based service team which respond to support requests throughout the working day.

- **Artificial Intelligence**: AI features make Cloud CCTV more powerful than any other VMS system.

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Simon Foxwell
IT Analyst
Nestlé Health Science