

Brunswick Zone Center



Challenge

Brunswick, the bowling industry's premier full-line, full-service provider, has a well-deserved reputation for being the leading innovator of the bowling game itself. Since 1895, Brunswick has been continually improving the game and the experience surrounding it.

As Brunswick continues to grow the bowling industry on a global scale the security issues that threaten their success and the safety of their employees and patrons grow as well.

One of the challenges that executives faced was the cost of fraudulent slip and

fall claims. The main area of concern was crossing of the foul line. The foul line is the highly slippery area beyond the approach. Oil is only used on the lane between the foul line and the pins where bowlers do not stand. Multiple filed claims stated that the oil was on the approach lane where the injured fell.

According to the latest data from the National Safety Council, the average cost per slip and fall accident is \$20,228.00. This was one area of concern they knew they could not afford to overlook.

"...we owe a big thank you to the DVSR Hybrid video system; it will save us close to \$5,000 in the last 4 weeks. That is not counting two employees who were let go for theft in the last three months and another two who we are currently investigating." –Alain, GM of Brunswick Zone Bowling Centers



Solution

By implementing strategic camera placements, I.B.T. Video Systems, Inc. was able to cover all angles of the foul line. With the DVSR Hybrid digital video recorder, Brunswick can monitor and record up to 16 cameras on each system in H.264 compression. If an accusation is made, authorized employees can quickly and easily provide tamper proof video of the incident in question clearly showing if the accuser crossed the foul line before slipping and falling.

Vandalism is another major area of concern. At one Brunswick bowling center in Homewood, IL the manager discovered an arcade game laying on its side in the game room. After picking it up, he noticed that the side cabinet was damaged. Upon reviewing the video from the DVSR Hybrid digital video recorder, he clearly saw two teenage boys fighting. Once they knocked down the game they fled.

The clear video images provided a detailed description and the manager was able to recognize them as regulars. They were arrested later that night when they returned. "Thanks to the video evidence, the teenagers were charged with criminal damage to the property. We are asking \$3,000 in restitution for the cost of a new cabinet." said Alain.

On another occasion, a 20 year old man went behind the Satellite bar, which was closed at the time, and he tried to pour beer into a pitcher. By forcing the locked tap he broke it. Brunswick security officers detained him until the Homewood Police arrived. After reviewing the video, he was arrested and charged with criminal damage to property for less than \$1,000.

The above examples are from just one of 85 Brunswick locations across the US where I.B.T. Video Systems provide video security services. At just this one location they will receive \$5,000 in restitution in a four week period.

Tools

DVSR Hybrid 5016 digital video recorder with a minimum of 1 terabyte hard drive supports up to 16 analog and/or IP cameras. The DVSR Hybrid is set to record on motion to maximize storage space.

The DVSR Hybrid is equipped with remote access capability; senior management can monitor their operations on a computer from anywhere with Internet access.