CUSTOMER SUCCESS STORY

Dallas Love Field

Love Field Ensures Protection of Video, Security Data with Pivot3

The Customer

Dallas Love Field is a general-purpose airport that is owned and operated by the City of Dallas. The airfield is located seven miles northwest of the downtown central business district and is managed by the Dallas Department of Aviation.

Dallas Love Field serves both commercial airline and corporate flights. Its central location and close proximity to the Dallas Convention Center, the West End, Infomart and the Dallas Market Center make it a convenient and popular choice for business and leisure travelers. The airport welcomes seven million passengers each year, and is served by Southwest Airlines, Virgin America Airlines, United Airlines, Seaport Airlines, and Delta Airlines.

The airport's mission is to provide a safe, efficient, and user-friendly facility by being responsive to customer and community concerns while continuously improving services to commercial and general aviation operators. Part of this focus includes the implementation of robust security protocols to ensure a high level of safety.

Modernizing Love Field

The Love Field Modernization Program (LFMP) is a significant undertaking by the city to renovate and expand Love Field and create a cohesive, modern facility that will serve the needs of Dallas citizens and travelers for years to come. The LFMP renovations include a new centralized concourse with 20 gates, a remodeled lobby, an expanded baggage claim area and a new ticketing wing.

The project also is an opportunity to upgrade and streamline its security and surveillance capabilities. Its previous surveillance system was hindered by unnecessary downtime, system and management complexity, and lack of flexibility and scalability due to the proprietary nature of the existing technologies. Additionally, the airport did not have the system reliability necessary to identify potential security risks or ensure surveillance video was stored and protected for future evidentiary needs.

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Modernizing Love Field—continued

Airport and security leaders embarked on a project to transition to a new security operations center and technology investments were made to create an advanced modern operation. The airport needed a system that would not only provide complete surveillance coverage across its infrastructure; but also required a storage and video management solution that could safely store and protect video data and enable the security teams to access video anytime, anywhere. The decision was made to upgrade existing surveillance investments, and replace the storage and server combination.

The Pivot3 Solution

Today, more than 850 HD IP cameras are in place to help the airport monitor operations, and capture valuable video and security data. The expanded IP-based system ensures the airport has evidence of all incidents, whether they are related to security, operations or liability.

The IP cameras are connected to a Pivot3 storage array that is driven by Pivot3 Virtual Security Servers (VSS). VSS is a hyper-converged infrastructure appliance that delivers secure, centralized video management and distribution capabilities at any time to any location without deploying additional expensive, graphics-enabled PCs. This unique approach allows the Avigilon video management system (VMS) to be administered either on-site or remotely, and delivers significant cost savings by allowing the use of PCs or thin clients for security-monitoring purposes. The unique infrastructure of VSS also enhances mobility by offering access to VMS permissions through any Web-enabled device, including mobile phones and tablets.

The comprehensive IP system in place at Love Field delivers high-quality video images that allow airport security and city officials to monitor video in real time, either from the SOC or on-the-go, access stored video for post-event investigations and enhance situational awareness to ensure safety. The three Pivot3 VSS and 48 Pivot3 vSTAC shared server and storage hyper-converged appliances provide more than 2 Petabyte of video storage to Love Field but does so while reducing data center rack usage by 50 percent. The inherent fault tolerance of Pivot3 hyper-converged technology ensures the high level of protection and redundancy the facility requires.

The new security operations center at Love Field and its new video wall run on VSS with low-cost zero client devices. Overall, the Pivot3 hyper-converged infrastructure platforms simplify video control, administration and maintenance, while seamlessly delivering video management and video storage capabilities in a consolidated solution. The technology also eases the complexity of video management and storage because it is based on industry standard IT methods and processes.

The Pivot3 VSS platform was an ideal choice for Love Field because of its inherent scalability. Storage capacity can be scaled up one appliance at a time without disruption. In fact, Love Field's new surveillance solution can be easily expanded as the airport's security and business requirements evolve, a critical benefit considering the airport's aggressive expansion plans.