

Hanwha Techwin video-monitoring solution keeps UK logistics center humming



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– Dave Salisbury, Managing Director at Zicam

◆ Challenge

A major logistics center in the United Kingdom needed to ensure smooth, timely operations of its automated systems. The center functions 24/7, fulfilling a broad range of orders, including for major retailers, and is subject to strict agreements that stipulate the standards the provider is required to meet.

In the logistics industry, being on time is imperative. The center must prevent any disruption to its operations that could lead to late or incomplete deliveries, and subsequent damage to its reputation, or spur customers to look elsewhere in a competitive industry.

To accomplish this, the center needed an efficient video-monitoring system, specifically for an automated part of its warehouse. The automated picking area handles approximately 90 parcels a minute and operates around the clock, so the cameras and video management system (VMS) need to be reliable. The cameras also needed to be high definition, and highly accurate, due to the speed of the processing in the picking area.

◆ Solution

To find solutions to these challenges, the logistics company turned to Zicam and **Hanwha Techwin**, as previous projects gave the team confidence in **Hanwha Techwin**'s reliability and ease of use.

Zicam and **Hanwha Techwin** implemented a standalone system for the picking area to give a comprehensive overview of any issues occurring on-site, such as conveyor belt jamming, equipment failure, or parcels falling from the belt. Quick responses are critical with a fast-moving conveyor system, so the cameras, equipped with Wisenet WAVE VM, enable the company's engineering team to quickly respond to mishaps at any time. This prevents downtime and maintains productivity by keeping the center humming along with minimal disruption.

To achieve an all-encompassing view of the site, Wisenet QND-8080R cameras were chosen for their wide range and high resolution. Along with breadth, the dome cameras also bring precision through their motorized varifocal lenses that allow operators to scan the area and zoom in on parts of the conveyor system that are prone to blockages.

Zicam and **Hanwha Techwin** also installed high-capacity RAID server storage and ensured there was sufficient bandwidth to support video at 20fps. Operators can therefore keep up with the speed of the picking system. If an incident does occur, it is possible to easily review footage frame-by-frame in high detail, allowing operators to determine precisely what happened and take steps to prevent future recurrence.

The system allows for remote support, with software and firmware updates carried out from off site at the user's convenience. This remote connection means that the system can be configured remotely. For instance, when vibrations from recent construction work put the cameras out of focus, engineers were able to refocus them remotely, without having to visit the site.

◆ Result

The **Hanwha Techwin** system achieved the paramount goal of keeping the logistics company's automated systems moving with minimal disruption, while allowing engineers to make adjustments remotely.

In the logistics sector, accuracy is a must. "Operational disruption is not an option for this leading logistics company, so it was vital that we installed a system that was reliable and provided the high-quality footage needed to keep operations running. **Hanwha Techwin** was a natural choice for us and the client, as its products have a proven track record in performance and reputability," said Dave Salisbury, Managing Director at Zicam.

The logistics company is not stopping there. Based on the success of this project, there are three additional installations planned for 2023 that replicate this video surveillance system while taking it up to the next level with AI-based perimeter protection from **Hanwha Techwin**.