



North West San Antonio Gated Community Maximizes Their Security Investment with Arcules



THE CUSTOMER



Glenn Patrizio
HOA Community Member, North West San Antonio Gated Community

Residential gated community located in San Antonio, Texas. The community opened in 2008 and is made up of 357 homes.

11
CAMERAS DEPLOYED
THROUGHOUT THE
NEIGHBORHOOD

ZERO
DOWNTIME OR
MAINTENANCE REQUIRED

0
NEW INCIDENTS OF VANDALISM
REPORTED SINCE THE NEW CAMERAS
WERE INSTALLED

THE CHALLENGE

For this rural residential community outside of San Antonio, Texas, the number-one concern is safety. Like many communities across the United States, it was struggling to keep up with increasing incidences of crime. From front-porch package theft and vandalism to car break-ins and smash-and-grabs, this neighborhood was dealing with a variety of crimes that needed to be addressed and mitigated with a modern security solution.

“We want to know who’s coming in and out of our neighborhood, and if they’re not one of our residents, we need to get their license plate number to be able to cross-reference in the event of an incident,” says Glenn Patrizio, HOA community member.

But as a small residential community, it didn’t have a massive budget to install and maintain cameras and infrastructure. Being in a rural area, the community needed technology that could deliver the capabilities they required with minimal available network bandwidth. They needed a low-overhead, cost-effective solution that was easy to use and painless to manage.



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THE SOLUTION

North West San Antonio Gated Community began searching for a new security system that would give them the modern capabilities they required without breaking the bank. The solution also needed to provide the flexibility to add or change infrastructure on demand without incurring massive capex spend.

“We went down the road of WiFi networks and point-to-point networks, but we quickly got off that road because of cost,” says Patrizio. “We wanted the best cameras, and we wanted to partner with a company that would be able to handle the installation and the maintenance.”

The community partnered with DL Baker Enterprises in San Antonio to install and set up their new security system. The HOA chose DL Baker for their commitment to quality installation and timely maintenance while working to get the equipment up and running quickly and efficiently.

“We worked with North West San Antonio Gated Community to implement a solution that would give them the capabilities they needed with a minimal management overhead,” says David Baker, owner of DL Baker Enterprises. “Arcules allows the customer to save video to the cloud and keep it there for as long as needed. The platform gives them a tremendous amount of flexibility.”

With a cloud-based security solution built on Arcules, the community can use whatever cameras and systems they want without worrying about compatibility or increased maintenance costs. That enables the community to maintain flexibility and keep budgets under control. Working with DL Baker Enterprises, the community was able to install their new security system in under nine months, with all the features and capabilities they need to monitor and protect their community 24/7/365.

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This solution really was the best fit, and it's been better than we could have ever imagined.

– Glenn Patrizio
HOA Community Member



WHY THEY CHOSE ARCULES

Zero maintenance, zero overhead

Arcules offers the peace of mind that their cameras and infrastructure will be live and available 24/7/365, with the ability to jump in and review footage at any time.

Flexibility without compromise

With an open and flexible cloud-based architecture, Arcules enables the community to use the cameras and devices they want, without worrying about compatibility problems or increased capex spend.

High performance, low cost

The community gets the responsiveness they need from their video playback anywhere, anytime—and costs stay low with a simple pay-per-use model.



THE RESULTS

Since the installation of the new security system, there's been virtually no maintenance (apart from cleaning off the occasional spider web). And because the system is cloud-based, this community doesn't pay anything extra for continuous updates or renewals—it's all included in their annual fee.

"The system has been doing exactly what we need it to do for over a year now with zero downtime and no maintenance issues," says Patrizio, "All it does is what it was purchased for."

With their modern security system, this community has reported zero new incidences of vandalism. When events do occur, recordings can be easily accessed from Arcules' cloud portal. The community can assign clips to specific case files and reference them later when working with residents or local law enforcement. And the video stays in the cloud for as long as they need it.

"One feature we love is being able to take those video clips and store them in a place where we can find them later," says Patrizio. "License plates are rendered really clearly, so we can easily pass those clips on to the police for them to take action."

Using the video clips from their new security system, the community says the investment is effectively "paying for itself." In the case of incidents where damage to the community property occurred, it has been able to leverage video clips to secure insurance payments for repairs—a capability and a benefit that would not have been possible without their modern security system.

This community is already getting a return on its investment by going after the insurance company of a driver that damaged the front gate. "Arcules has probably been the single best investment that this community has ever made," says Patrizio.



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AWARD WINNING PLATFORM



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