

Vunetrix Solves Major Security Compliance Challenge for Cannabis Clients

Challenge

All of our cannabis clients are required by law to have their video management systems monitored for performance anomalies and failures 24x7x365. In addition, they must report to their state oversight department within a matter of hours whenever any part of the system goes offline or fails.

Major Goals for Cannabis Retail Stores and Grow Operations

1. Stay and report compliance.
2. Alert state regulatory bodies in a timely manner when equipment malfunctions or fails.
3. Produce video evidence when property damage or theft has occurred.
4. Combat liability issues and minimize the frequency of recovery disputes.

Solution

Vunetrix was put in place to detect and alert when status changes occurred with any part of the video management systems. If a camera goes offline, a VMS stalls, or UPS battery life is low, Vunetrix alerts the integrator immediately. All problems that can be resolved remotely, for example: rebooting a camera, or restarting a service are performed from the dashboard. Other significant problems are acknowledged and referred to local technicians to perform onsite troubleshooting and/or device replacement. Resolved issues are automatically updated to up/ok status on the dashboard. Once the integrator troubleshoots the issues, they report status directly to the client, who then reports to the oversight department.

Result

Our cannabis clients are confident in the operation of their video systems. When there's a problem, they know they will be alerted. Not only does this help them stay in compliance and avoid hefty fines, they have an automated process for resolving and reporting challenges with their security equipment.

