

Case study



AVIGILON™

Simplifying building and security operations with future-proof technology

Avigilon & Yonge Sheppard Centre case study



Located in Midtown Toronto, the Yonge Sheppard Centre is a mixed-use facility with over 65 retail stores, 30 offices in two towers, the second-largest underground parking facility in the city and direct access to a public transit terminal.

As the Yonge Sheppard Centre expanded over the years, RioCan, the site's owner, thoroughly reviewed its physical security technologies to ensure they met excellent standards.

Customer profile

Yonge Sheppard Centre, Toronto, Canada

Industry

Commercial real estate,
multi-family residential, retail

Solutions/Technology

- ⌚ Avigilon Alta Access with braXos elevator destination dispatch and third-party video intercom system integration
- ⌚ Avigilon Standard Smart Readers
- ⌚ Avigilon Unity Video VMS
- ⌚ Avigilon dome cameras
Avigilon bullet cameras
Avigilon PTZ cameras
Avigilon fisheye cameras
Avigilon multisensor cameras
- ⌚ MOTOTRBO XPR 3500e radios

Benefits

- The Alta Access solution has enhanced security and access control at the Yonge Sheppard Centre's office towers. It prevents unauthorized entry and creates a secure environment for all tenants.
- Alta Access provides security personnel the flexibility to manage access from anywhere, at any time.
- The Avigilon Developer Community offers open APIs for the Yonge Sheppard Centre to develop a high-value integration between Alta Access and braXos for their elevator destination dispatch systems.
- The AI-powered Avigilon Unity Video VMS and high-resolution cameras have improved site coverage, enabling the security team to detect and respond to events, as well as capture evidentiary footage.



Challenges

Outdated access control

During the redevelopment, RioCan's leadership recognized that the access control system in its office towers was outdated. An overhaul was required to help ensure the premises continue to provide a safe and secure environment for businesses, workers and visitors.

The needs of its office tenants must also be met. This includes a reliable solution that creates a smooth access experience for users while helping keep the offices secure from unauthorized individuals.

Improve site coverage

RioCan wanted to expand the Yonge Sheppard Centre's existing on-premise Avigilon Unity video security solution. The redevelopment of the site, along with its updated layout and newly constructed areas, necessitated the installation of additional security cameras to enhance site coverage and eliminate blind spots.

Furthermore, the Centre's direct link to a public transit terminal and its location near a busy intersection meant it attracted a small number of unhoused individuals. Being able to identify and respond when these individuals trespassed on site was crucial to maintaining a safe and secure shopping and working environment.



Solutions

Avigilon Alta and Unity

After a comprehensive assessment of several systems, RioCan selected Motorola Solutions' Avigilon for the Yonge Sheppard Centre. This decision was supported by positive feedback from two sites already benefiting from the technology, as well as the success of its existing on-premise Unity technology.

The chosen solution is a powerful hybrid of the cloud-based Alta and the on-premise Unity security suites, featuring a full range of technologies, including access control, security cameras, video management software (VMS), AI video analytics and video infrastructure.



The Avigilon Alta Access solution has been extremely reliable. Our tenants and we are very happy with the seamless mobile access experience.”.

– Rosa Garofalo, General Manager at RioCan REIT Yonge Sheppard Centre

The organization implemented the following solutions:

- Alta Access with braXos Destination Dispatch integration
- 140+ Standard Smart Readers
- Unity Video VMS
- 200+ dome, bullet, PTZ, fisheye and multisensor cameras
- MOTOTRBO XPR 3500e radios

Benefits

Future-proof access control

The Yonge Sheppard Centre has streamlined access control at its office towers with the Alta Access solution. This future-proof system enables the organization to help secure offices 24/7, keeping unauthorized individuals out and providing a safe workplace for tenants.

Alta Access's integration with braXos for their elevator destination dispatch system has also enhanced the access experience for office tenants and visitors, while providing building teams with precise control over floor-by-floor access. Upon approaching the elevators, authorized individuals can gain access and be directed to their office floor by presenting their mobile devices near a Standard Smart Reader. This seamless, touchless access experience has received very positive feedback from office tenants.

Additionally, tenants and building staff no longer need to meet in person to handle access. On Alta Access, office personnel can manage access, including the issuance and revocation of access credentials, from any location and at any time using either a browser or a mobile device.

This is particularly important outside of office hours. Employees who want to work late can do so without having to find office personnel on-site to grant them access. This enhances convenience for office tenants and provides the building team with more control and flexibility when managing access without compromising site security.

Furthermore, mobile access control credentials help the Yonge Sheppard Centre save on physical key card costs and eliminate the need to manage 3,500 of them.

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The Avigilon cameras provide great images, so much so that local law enforcement has expressed their appreciation for the high video quality and expansive coverage.

– Rosa Garofalo, General Manager
at RioCan REIT Yonge Sheppard Centre

Comprehensive visibility

The Yonge Sheppard Centre has helped enhance safety and security operations by expanding its existing Unity video security solution. The new high-resolution Avigilon cameras have improved site coverage, enabling the security team to detect and respond to events, as well as capture evidentiary footage.

The high-quality video captured by the cameras also enables security personnel to detect when individuals, including those unhoused, trespass onto the site. Local law enforcement then receives this footage to manage the situation.

The organization regularly receives law enforcement requests for footage, often for incidents not directly related to the Centre. For example, the Unity Video solution recently helped locate a missing individual on Yonge Street after they were captured on one of the Avigilon cameras. This highlights how the system's comprehensive coverage extends beyond the facility's boundaries, making it a valuable resource for broader public safety efforts.

The organization also utilizes the Unity Video solution to identify hazards, such as a slippery surface. Camera footage helps the Centre mitigate such risks and provides crucial information for incident reporting and investigation.

Evidentiary video supports investigations

The clarity provided by the Avigilon cameras also helps the organization manage incident claims in its loading dock. Since opening in 2019, this vast space has seen several vehicular incidents, including damage to loading dock doors, pillars and walls caused by supplier truck drivers.

Historically, management was unable to recoup damages from the supplier due to insufficient video evidence. Thanks to the newly installed Avigilon cameras, the organization can now capture clear video, including vehicle license plate details. This capability significantly aids investigations and efforts to seek restitution.





Conclusion

Adopting Avigilon Alta Access and expanding its Unity video security solution has helped the Yonge Sheppard Centre improve its security posture and operational efficiency.

The cloud-native Alta Access solution has not only modernized the access experience for tenants and visitors but also eliminated the need for physical access cards, leading to cost savings and streamlined management. Furthermore, Avigilon's open architecture enabled the organization to do more with its system, extending Alta Access' functionality to elevators.

The expanded Avigilon Unity video solution, with its comprehensive camera coverage and high-resolution imaging, has proven invaluable for managing trespassing events, hazard detection and evidence gathering.

As RioCan continues to invest in and expand its use of Avigilon technology across its properties, it reinforces its commitment to providing safe and secure environments for its tenants, customers, staff and the wider community.

To learn more, visit: www.avigilon.com



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