



Thriving downtown area transforms security operations

Avigilon Unity Case Study: Forus & Rotermann Quarter

With a mission to create a safe and sustainable environment, Forus is the largest provider of real estate maintenance, energy efficiency and security services in Estonia.

A key site for which Forus provides security services, including patrol guards and remote video security, is the Rotermann Quarter, located in downtown Tallinn. This lively urban quarter spans over 34,000 square meters and features apartments, offices, cafes, restaurants, shops, galleries, and a pop-art museum.

In 2019, Forus sought to overcome the Rotermann Quarter's security challenges, including rising costs, disparate security systems and a lack of real-time security alerts.

Customer

Forus, Estonia

Industry

Security services

Solutions

- Avigilon Unity Video VMS
- Avigilon dome cameras
- Avigilon bullet cameras
- Avigilon multisensor cameras
- Avigilon PTZ cameras
- Avigilon Pro Cameras
- AI-powered video analytics
- Avigilon Unity Cloud Services

Benefits

- The operations team has enhanced its situational awareness and reduced its security expenditures at the Rotermann Quarter by implementing the Unity video security solution.
- Avigilon's AI-powered video analytics and real-time alerts enable Forus to expedite responses to security events.
- Forus has centralized its video security operations on the Unity Video VMS.

Challenges

Rising security costs

Leading up to 2019, Forus was facing increasing on-site security costs, with three full-time security guards helping protect and safeguard businesses, people and assets in the Rotermann Quarter.

To reduce its security expenditure and optimize operations, Forus was determined to find a technical solution that would enable the organization to continue to provide effective security.

Disparate systems

To support its security operations, Forus' team had to rely on disparate analog video security systems from different vendors. Not only did the video security quality fail to meet its high standards, but Forus' operations team also found it time-consuming and inefficient to perform daily duties to help keep the Rotermann Quarter secure.

Forus understood the challenges of having multiple security systems and sought a solution to simplify its operations.

Lack of real-time security alerts

With analog-based video security systems, Forus' operations team relied on legacy technology to address modern-day security issues. One particular area where this was evident was the lack of AI-powered video analytics and real-time security alerts.

As a result, guards and live-video operators had to rely solely on human attention throughout the entire shift. This manual approach is inefficient, exhausting for personnel and significantly increases the risk of missed security events, especially at night.

An AI-powered video security solution was required to enhance situational awareness, accurately detect threats and improve incident response times.





Solutions

Avigilon Unity

After a comprehensive evaluation of providers, Forus selected Avigilon Unity from Motorola Solutions. This complete, scalable on-premise security suite includes cameras, video management software (VMS), AI video analytics, video infrastructure, access control and more.

As part of its technology ecosystem, Forus implemented the following technologies at the Rotermann Quarter:

- Avigilon Unity Video VMS
- 145 dome, bullet, multisensor and PTZ cameras
- AI-powered video analytics
- Avigilon Unity Cloud Services

Benefits

Enhancing situational awareness and reducing costs

Forus' team now has more coverage around the Quarter with the Avigilon cameras, reducing blind spots. Additionally, the cameras' AI video analytics automatically detect potential threats and notify the team in real time through the Unity Video VMS. License plate recognition analytics are also used to help identify vehicles involved in incidents within the underground parking lot.

The enhanced threat detection and alert capabilities mean Forus can respond quickly to an event, helping to prevent escalation. Furthermore, the cameras' low-light and night-vision capabilities enable operators to observe the Rotermann Quarter 24/7, which they found challenging with their previous system.

With the improved security capabilities and situational awareness provided by the Unity solution, Forus has reduced its on-site security team from three guards to one, lowering costs and improving margins.



Simplified operations and improved efficiency

Forus has centralized its video security operations with Unity Video VMS. Operators can now manage their duties from a single, scalable platform, eliminating the need to access multiple systems. This has led to improved efficiency for Forus, speeding up responses to security events and investigations while reducing security costs.

During the COVID-19 pandemic, Forus leveraged Unity Cloud Services to allow its video security operators and technicians to remotely observe camera feeds from the site. This capability was used to help ensure adherence to public health and safety protocols.

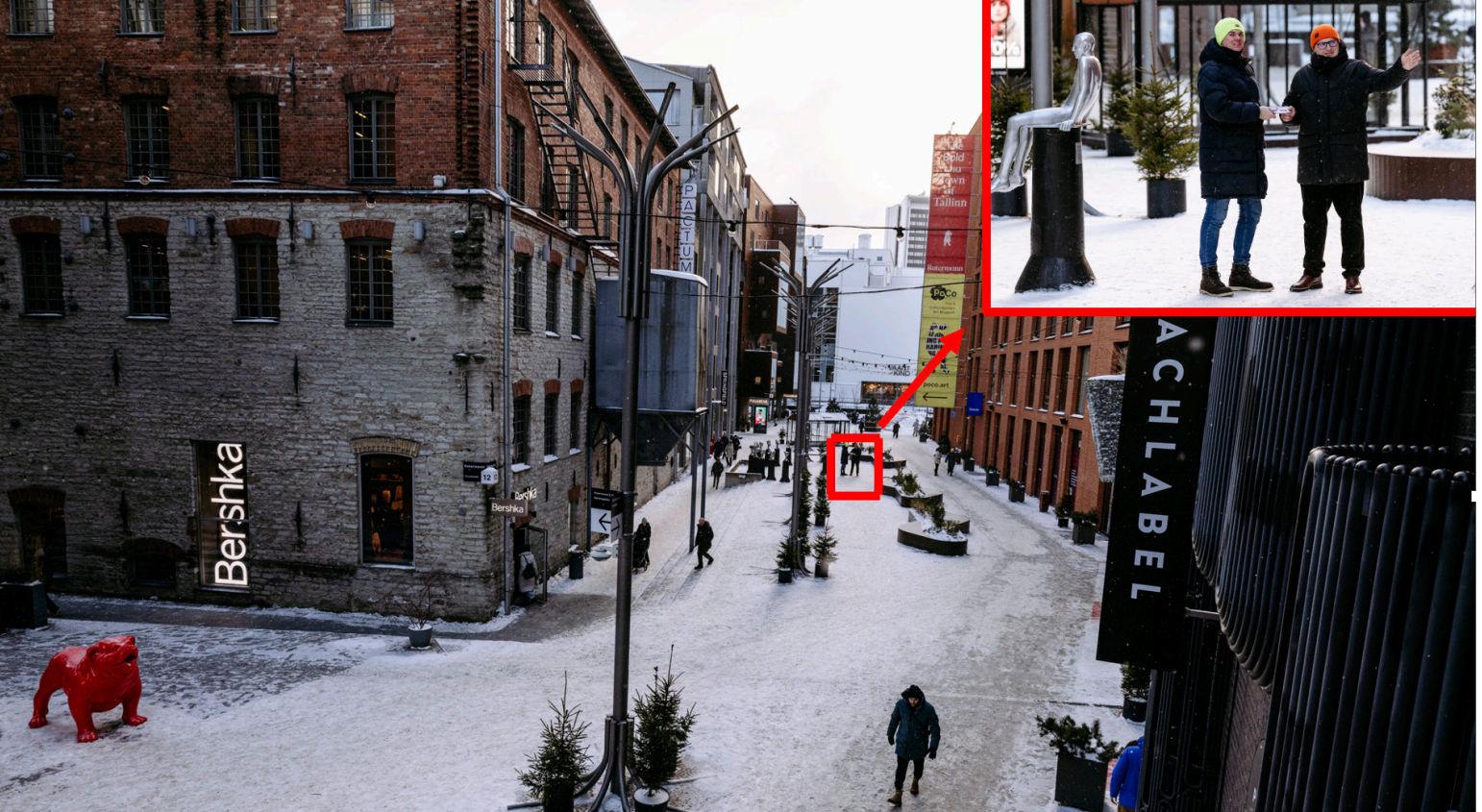
In offices at the Rotermann Quarter, Unity's face mask detection and temperature monitoring features were utilized to establish which individuals were not adhering to health and safety protocols or who might be exhibiting COVID-19 symptoms. This enabled Forus to address non-compliance and maintain safety across the offices during the pandemic.

“After assessing potential solutions, it was clear that Avigilon offered the best video analytics technology and the reliability we needed to help maintain safety at the Rotermann Quarter.”

“The Avigilon Unity solution has enabled us to improve operations at the Rotermann Quarter while reducing our security costs. With AI video analytics and real-time alerts, we can detect and respond to events faster, day and night.”

– Andres Lofitski, Head of Sales at Forus





Conclusion

Forus leveraged the Avigilon Unity video security solution to transform its security operations at the Rotermann Quarter.

By centralizing video security on a single platform and implementing AI-powered video analytics, Forus reduced operational costs while enhancing situational awareness and improving incident response times.

Looking ahead, Forus plans not only to integrate the Rotermann Quarter's existing third-party access control system with Avigilon Unity—creating a fully unified physical security solution—but also to expand this ecosystem across multiple flagship developments. This includes the already integrated Golden Gate development, where approximately 50 Avigilon cameras are deployed, as well as the upcoming Talsinki project.

Together with additional high-end developments, these areas form the vision of the Golden Line—Tallinn's most prestigious and dynamic urban axis. The Golden Line connects the city's most exclusive developments, including Rotermann, Golden Gate, Artius, La Marina, Merekindlus and Talsinki, into one cohesive and intelligently secured environment.

Through this broader integration, Forus aims to create a scalable, city-level security ecosystem that delivers enhanced operational efficiency, deeper data-driven insights, and long-term cost savings.

To learn more, visit: www.motorolasolutions.com



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