

# Fiber Gives Stealth Monitoring Real-time Power to Deter Crime and Improve Productivity

## Measures of Success:

- Network reliability 24/7/365 days a year for proactively monitoring clients' assets
- High service levels for real-time intervention to deter crime and support successful police action
- Reliable and scalable fiber solution that supports unique database solutions that differentiate the company from competitors
- Responsive technical support for real-time troubleshooting and strategic planning

"Step away. You are being filmed and police have been dispatched." Instead of passive cameras, Stealth Monitoring uses remote, real-time video surveillance to intervene and help keep crimes from occurring in the first place.

With this unique solution in the market, the family-owned business run by a father and his two sons, has grown about 50 percent year-over-year for several years, expanding from its Dallas headquarters to offer real-time monitoring of over 6,000 cameras to hundreds of customers across North America.

According to David Charney, president of Stealth Monitoring and one of two sons that started this unique business, "being a video-monitoring company means we're very dependent on receiving a lot of video feeds." Since those feeds must be fast, high-quality and reliable 24/7/365 days a year, Charney sees his partnership with Time Warner Cable Business Class (TWCBC) as mission critical.

## A partner in providing proactive surveillance

"The fact that we use a good partner and a very, very reliable Internet connection is critical to our success," Charney says. Since 2011, the partnership with TWCBC has enabled Stealth Monitoring to upgrade its systems smoothly as both customer demands and the company itself have grown. That growth has included multiple moves, most recently from a 5,000 square foot facility to a 15,000 square foot facility during which, Charney notes, "TWCBC did a good job migrating our Internet connection."

Today, the backbone of the Stealth Monitoring connection is Dedicated Internet Access (DIA) that was upgraded from 500 Mbps to 1 Gbps in 2014. And, because business continuity is essential to the company's ability to prevent and deter crime, the solution includes dual geographically diverse core uplinks into the TWCBC network for redundancy. The two separate uplinks are connected to two separate

# STEALTH MONITORING

## Customer Profile:

- Company:** Stealth Monitoring  
**Industry:** Video Surveillance & Security  
**Services:** 1 Gbps Redundant Dedicated Internet Access with Dual Entry and Dual Hub



Rick Charney, Vice President of Sales;  
David Charney, President, Stealth Monitoring

*"Beyond providing an Internet circuit... Time Warner Cable Business Class does a good job of making sure that their solution does, in fact, completely solve the problem... and meets what we need."*

—David Charney

TWCBC fiber nodes that feed the building so that even if a catastrophic event takes one path down, real-time video surveillance continues on the other.

## Using network uptime as a powerful crime-fighting tool

In addition to reliability, Charney notes that fiber's speed is critical in maintaining high service levels. "Often," Charney explains, "we are working with police in real-time as they're on their way to a crime scene or a potential trespassing activity. It's mission critical for us to be able to keep that uptime and provide information in real time."

Stealth Monitoring's real-time interaction with both police and potential criminals makes a bottom line difference to customers. In the past year, for example, Charney notes that surveillance hasn't just resulted in more arrests: "We have scared off thousands of people" before crimes were actually committed.

## Fiber's power to support innovation

Another Stealth Monitoring strength is creating unique database solutions to improve customer service levels. "We have a lot of cool technology," says Charney, "that differentiates us from competitors. TWCBC enables that" because the database solutions Stealth Monitoring creates can ride on the existing network bandwidth from TWCBC.

## Video surveillance for protection *and* productivity

In combining human intelligence and video analytics, Stealth Monitoring is able to intervene earlier in the process to prevent and deter crime. Charney points out that the same video surveillance solution that protects property and assets during night-time hours can help businesses run more productively during the day by keeping eyes on employees' efficiency.

With the ability to enhance both crime prevention and productivity, Stealth Monitoring offers a strong value proposition to a wide range of customers, from multifamily properties and construction sites to car dealerships, self-storage facilities and outdoor assets.

Charney sees his TWCBC account team playing a major part in the company's continuing ability to scale up services and growth. Charney says he relies on his TWCBC account team to "enable us to plan and grow more effectively" through responsive troubleshooting, real-time support and strategic planning for upgrading both bandwidth and flexibility.

**Bottom line: Stealth Monitoring relies on TWCBC's technology and strategic support to move faster to deter crimes so their business clients can sleep at night.**



TWCBC's 24/7/365 fiber connectivity provides support for Stealth Monitoring's mission-critical applications and real-time surveillance solutions.

***"Our Internet service level with Time Warner Cable Business Class has been phenomenal. I look to TWCBC as a strategic partner... to make sure we have the correct Internet, connectivity and networking gear behind the scenes to support our growing business."***

**—David Charney**

### About Time Warner Cable Business Services

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