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

“As 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.

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

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.”

“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

Customer Profile:

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

**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.

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

---

**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. TWBC enables that” because the database solutions Stealth Monitoring creates can ride on the existing network bandwidth from TWBC.

---

**CASE STUDY**

“All trademarks remain the property of their respective owners. Products and services not available in all areas. Subject to change without notice. ©2015 Time Warner Cable Enterprises, LLC. All Rights Reserved.”

---

“**Our Internet service level with Time Warner Cable Business Class has been phenomenal. I look to TWBC 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**

Time Warner Cable Business Services, a division of Time Warner Cable, offers a full complement of business communications tools to small, medium and enterprise-sized companies under its Time Warner Cable Business Class brand. Its Internet, voice, television, network and cloud services are enhanced by award-winning customer service and local support teams. Through its NaviSite subsidiary, Time Warner Cable Business Services also offers scalable managed services, including application services, enterprise hosting, and managed cloud services primarily in the U.S. and U.K. Time Warner Cable Business Services, founded in 1998, serves approximately 625,000 business customers throughout Time Warner Cable’s service areas. For more information, visit http://business.twc.com.