



SMART SOLUTIONS FOR SERVICE STATIONS

MANAGING PROCESS & SAFETY WITH OPTIMAL CUSTOMER EXPERIENCE



Solution strengths

New trends in the service station industry see the transition from regular petrol station to a full service station. This includes EV charging stations for the new generation of hybrid and electric vehicles. Customers are staying longer at the station while their vehicles charge, making the shop/café area a different business concept, bringing new demands to the whole operation. This means business intelligence solutions are also needed, along with an upgrade of more traditional security measures.

In all areas of the service station, from the forecourt to the kiosk and the EV Charging stations, Hikvision video solutions deliver sharp, detailed images in even the most critical situations. Hikvision's high resolution systems act as a deterrent against theft, robberies, and vandalism, as well as increasing the value of footage when bringing criminals to justice.

Hikvision's VMS platform, HikCentral, offers a seamless integration of all related solutions for the whole station, from the shop to the forecourt.

Shop/cafe

A petrol station shop is no longer just the place to pay for fuel or get a quick bite and a bathroom stop. With the growth of electric cars, it increasingly transforms to a place to relax, where a driver can recharge too, or make a video call, for example.

This change requires a new approach to deliver a great experience to visitors. It's useful for them to get relevant information, for example. This could be about their route, the weather, or even special offers in the store. In addition, customer data can provide useful insights to the owner for future management and development of the business.

With a combination of Business Intelligence and centrally managed digital signage, Hikvision can meet these needs



Features



Digital Signage

Flexible and versatile Digital Signage allows owners to advertise in the shop, as well as providing general communication with customers.

Displaying information on digital signage screens is ideal for scenarios where transparency and public awareness are central. The screens could be used to give emergency information, for instance, or updates on the weather and road status.



Business Intelligence

In the management office, managers and security personnel can view statistics and data of all connected areas in real time through the HikCentral management platform. For example, customer flow data from multiple locations can be viewed to provide insights for management decisions.

Managers can also visualize other data coming from cameras and sensors placed in their premises. This allows them to improve efficiency, for example through the visualization and analysis of anonymized data generated during visitor counting.



Shop security

The flexible high technology of compact ultra HD cameras is perfect for monitoring the service station shop and other areas where cash transactions take place. Thanks to high resolution and WDR, these cameras guarantee crystal clear images even in the awkward mixed light conditions of the shopping area and cash desks.

Smart technologies, like Pre-Incident Warning Notifications, Real-Time Alarms for quick response to theft and Post-Event Evidence Retrieval prove useful tools to combat retail shrink. Data can also be combined with that from a POS screen – for example, showing video evidence of a customer with the relevant POS transaction. This can also be useful to solve disputes.

Forecourt and charging stations

Out on the forecourt there are a number of issues for the service station owner. Drivers filling their tank without paying is a direct loss, for example. With automated, self-service fillings systems, drivers sometimes claim that the petrol station charged their debit/credit card without actual filling.

Charging stations add a new element to a service station. For example, drivers who leave their car at the EV charging location for longer than is necessary block that spot from being used by another car. This means a loss to the service station, and detecting overtime on a charging spot helps to maximize their charging business. ANPR and linking transaction data to footage can provide a solution for these challenges.

Like any electrical system, a charging station can also be a potential fire risk. Using thermal technology, this risk can be managed.

In general, high resolution 24/7 recording of the site ensures customers enjoy a safe visit and dissuades criminal activity or illegal trunk parking. Of course, this effective security also reduces the risk of a robbery.





Features



Monitoring EV charging

Both the terminal and electric vehicle batteries heat up during charging, becoming a potential fire risk. Thermal cameras can provide a defense for this, detecting abnormal temperature rises in the station or charging car, and alerting car park operators before a fire actually starts.

This is a faster detection method compared with conventional detectors. False alarms can also be minimized, by using Thermal & Optical Bi-Spectrum cameras, with the optical lens providing video verification.



ANPR automation

Using ANPR cameras connected to the pumps makes it easy to find unpaid petrol fills. ANPR data can also be matched with the database of known petrol thieves, so they can be closely monitored.

To reduce the risk of disputes about petrol delivery, ANPR can provide proof of the car license plate and a snapshot of the person fueling the car.

In combination with Outdoor LED Displays, ANPR can even be used to generate personalized adverts when a car enters a charging spot, for instance.



Forecourt security

Speed Dome PTZ cameras with infrared illuminators combine perfectly sharp images with extraordinary performance in the dark and are ideal for monitoring the forecourt and perimeter areas.

Panovu cameras can also cover the whole site, with a 360 or 180 degree view, providing a high resolution overview of all activities.

These security feeds can also be managed centrally using HikCentral VMS, to give operators a clear overview of the site.

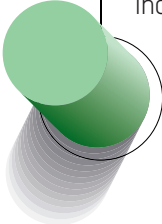
About Hikvision

Since 2001, Hikvision has grown from being a single-product supplier to the world's leading provider of security products and solutions. From the early digital age to today's intelligence era, we have seized every opportunity to advance the industry with our innovative technologies. And venturing into new areas of inspiring technology – such as Artificial Intelligence, cloud computing, and the fusion of deep learning and multi-dimensional perception technologies, to name a few – Hikvision leads the security industry as an IoT provider with video as the core competency. Now we have brought these innovation to the retail and energy markets, combining them with partner technologies to provide state-of-the-art solutions.

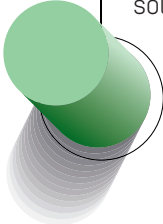
Hikvision Partner Ecosystem

Hikvision believes that close collaboration with its ecosystem of partners can further accelerate innovation, while also securing maximum value creation for its customers and their communities. A cornerstone of the ecosystem is the Technology Partner Program (TPP). Together, Hikvision and its technology partners combine expertise, skills, technological understanding, and industry focus to deliver optimum solutions, expand business scope, and increase profitability. The integration of Hikvision's innovative video technology with the technologies born out of these programs offers end-user customers with secure, customized solutions.

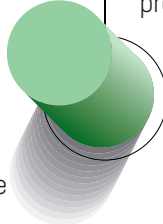
Why Hikvision?



We aim to be experts in all industries we focus on, enabling us to design tailor-made **solution** that solve specific industry challenges



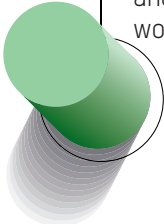
Our robust network of **eco-system partners** allows us to offer innovative and fully integrated solutions



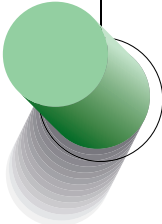
We create **trust** in our solution by participating in industry organizations and providing extensive training programs for partners



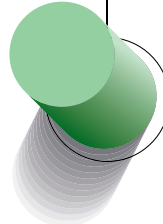
5 year warranty, secure-by-design products and 3rd party **quality** certifications show our commitment to quality



We have an extensive **support** network, that ranges from a fully equipped local teams to branch offices and R&D teams all over the world



Our broad multi-purpose product range provides **versatility** for tailor-made solutions



We aspire to use innovative technologies to contribute to the **sustainable** development of society and the environment. As a responsible corporate citizen we are dedicated to public welfare

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