



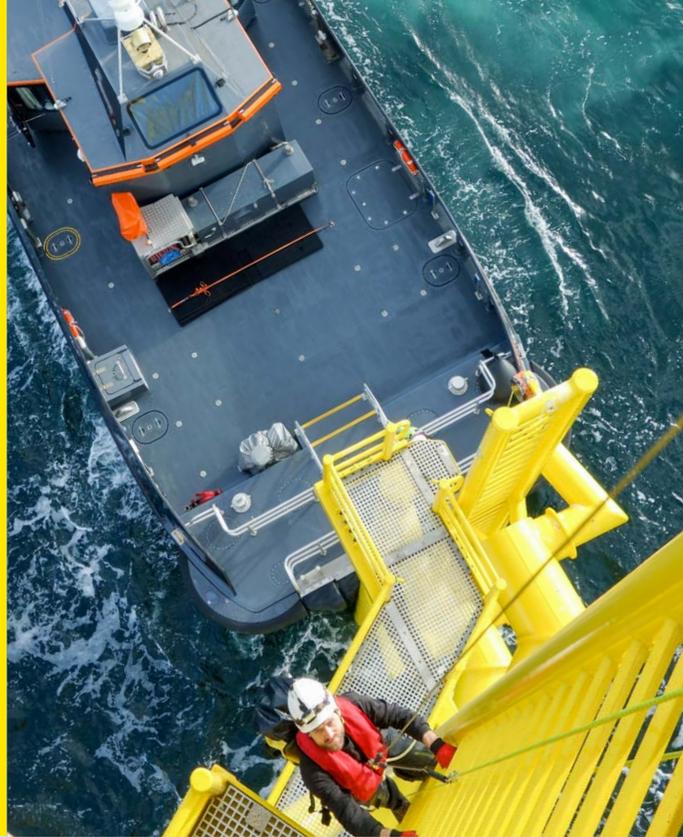
Body-Worn Cameras: Adoption Beyond Law Enforcement and Security

Learn about the emerging applications enabling you to harvest even more benefits.

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The adoption of body-worn cameras is spreading rapidly to areas beyond its familiar use within law enforcement and security.





A Growing Technology

Body-worn cameras are small, battery-powered, wide-angle cameras with microphones worn on the body, a helmet, or a pair of glasses and designed to record for playing later or for live streaming.

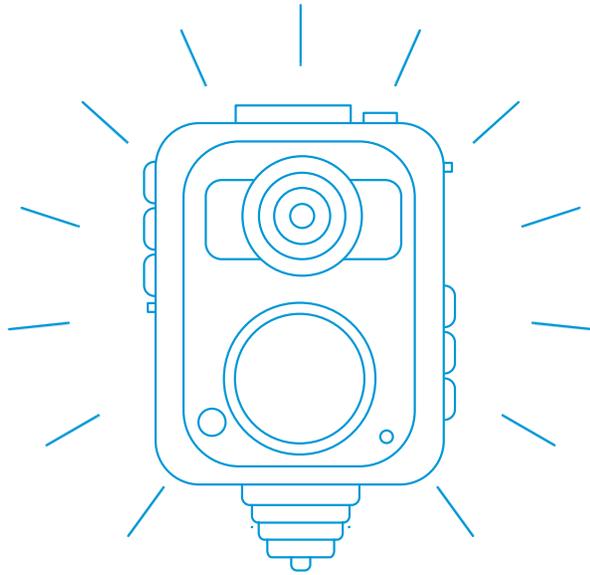
Body-worn cameras are typically used for various documentation purposes, including interactions with witnesses, victims, and others during arrests, police-public encounters, and critical incidents.

The global market for body-worn cameras is expected to experience substantial growth over the coming years. On the one hand, growth is being driven by the increasing need for accountability and for maintaining a transparent approach to personal

interactions. On the other hand, innovations in hardware and software for body-worn cameras are increasing the benefits for proven use areas and offering opportunities in a range of new industries.



Read on and be inspired by proven successes and by some of the new emerging applications of the technology.



Innovation Driving New Adoption

Body-worn cameras continue to deliver benefits to law enforcement and private security companies, who are among the early adopters of the technology.

In these areas, the technology provides transparency, training and serves as a deterrent to crime while gathering evidence to ensure swift and appropriate judicial response.

Studies indicate that body-worn technology can increase the safety of the carrier and that the mere presence of body-worn cameras can moderate behavior and reduce conflict.

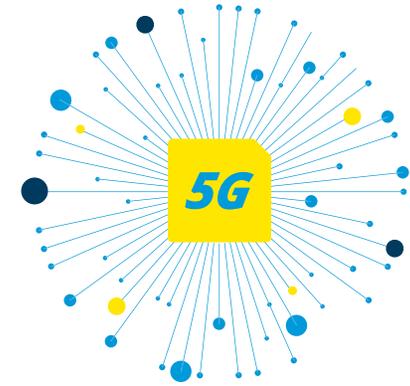
New Features to Wear



Innovation is happening fast

Increased storage capacity and powerful batteries now allow cameras to run for the better part of a day. New cameras also come with features like high-quality imagery, two-way sound, built-in GPS, gyro, accelerometer, and triggers.

These new features mean that body-worn cameras can now provide more intelligent support and offer benefits in a broader range of uses.



Game-Changing Live Streaming

An increasingly important feature available in state-of-the-art body-worn cameras is the ability to live stream data.

With the arrival of 5G, this functionality will soon be available in many geographic locations. Live streaming will dramatically increase the technology's benefits. The ability to live stream a carrier's point of view to a control room improves situational awareness for command and control and allows ongoing performance assessment.

It also makes it possible to obtain instantaneous and insightful support from specialists right when it is needed, not to mention the possibility of gaining real-time actionable intelligence from analytics like facial recognition, ANPR/LPR, and others.

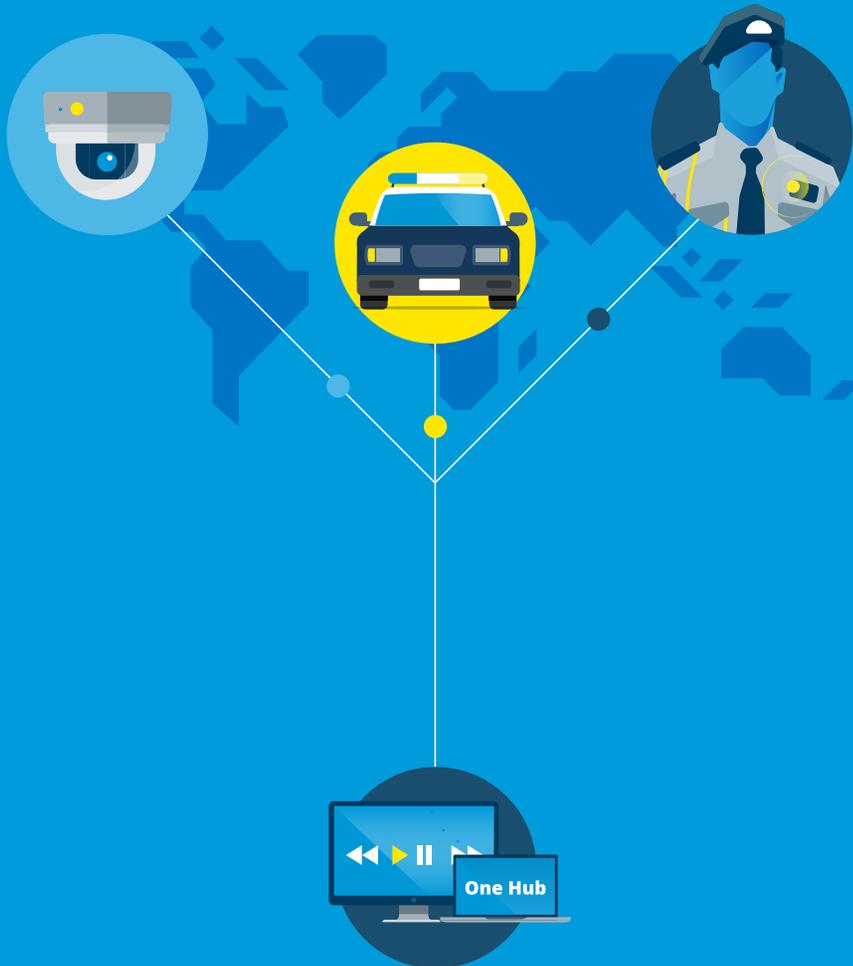


VMS Integration for Overview and Insight

Traditionally, body-worn camera systems have been stand-alone. Now, it is becoming more and more common to bring fixed and mobile solutions to the same hub solution.

Often body-worn camera solutions are an extension of other surveillance systems. Instead of struggling with data siloed into different systems that do not speak a common language, many users are now thinking horizontally. This means that they can create complete and centralized solutions

that allow integration of data from body-worn cameras with data from dashboard cams, IP video surveillance, and countless other data sources, increasing the ability to efficiently monitor, store, manage, and share data – and benefit from the application of a variety of analytics.



New Arenas for Body-Worn Cameras

The benefits of body-worn cameras are in no way limited to law enforcement and private security.

There is a world of opportunities just waiting to be seized and developed to make a real difference for people and businesses, alike. Customer service, field service, health functions and research are just some of the business areas where the implementation and use of body-worn cameras can have a significant and positive impact and where we will see the technology's ability to build bridges with accurate point-of-view and recordings of events.



Read on and be inspired by some of the new emerging applications for body-worn technology.



Boosting the Efficiency of Field Service

For most organizations, efficiently managing a team of service technicians, or field force, is one of the most operationally complex tasks.

A contributing factor to the complexity was the need to log, monitor, and control all of the variables with human labor.

With body-worn camera solutions, the field service workforce can offer a point-of-view record of events.

Whether the maintenance project is on land, high in the air or underwater, on-the-spot, point-of-view access will offer management proof that the right choice has been made.

This can increase efficiency and reduce costs associated with not meeting obligations or having to redo work.

When using state-of-the-art body-worn cameras capable of streaming real-time imaging, companies gain the benefit of comprehensive point-of-view footage of the challenges faced by field service technicians.

In this context, live streaming can enable a more specialized technician to consult with the technician in the field in real time to support optimal problem-solving the moment it is needed.





Improving Operational Safety and Patrols

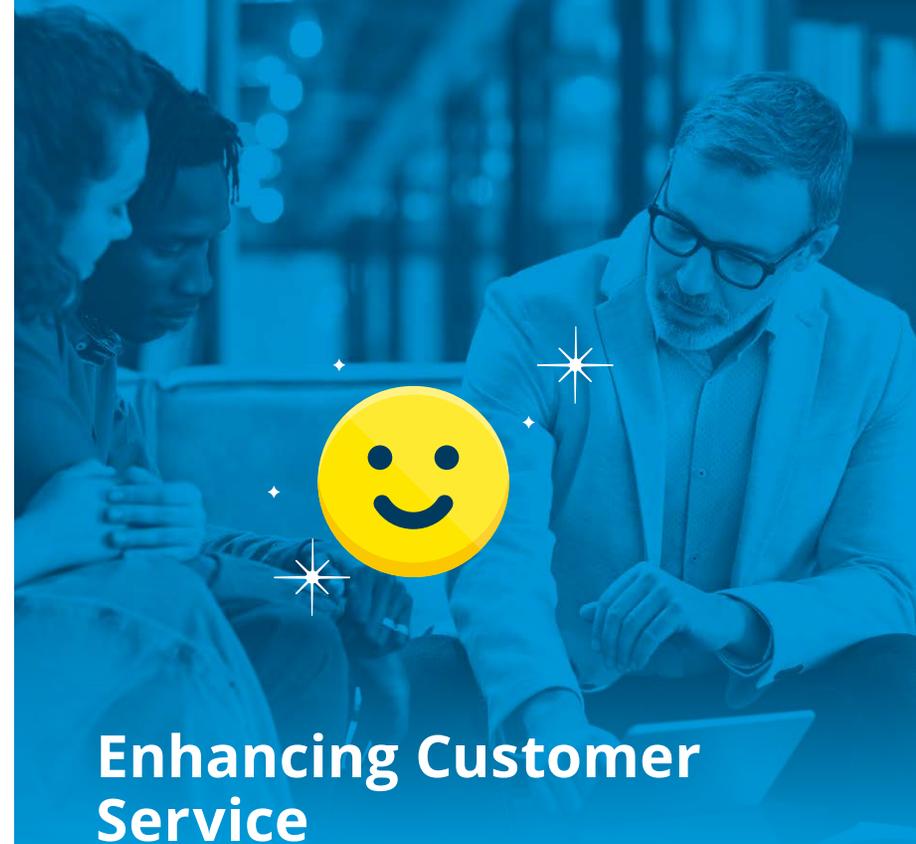
Offering wide-angle fields of view, body-worn cameras capture the surroundings of an individual's experience, recording information, monitoring processes, and creating evidence that could be essential in the event of an incident.

This point-of-view coverage from security, safety and supervisory personnel is particularly valuable for large installations – indoor and outdoor – to add specific coverage and to fill in gaps in fixed surveillance systems.

Increasingly, they are used in industries covering large outdoor facilities, such as oil and gas processing, mining operations, electric utility, water utility, and amusement parks sites.

Body-worn cameras are particularly useful for documenting inspections, recording ongoing safety protocols and noting non-conforming practices.

This greatly improves rapid response to health and safety risks and worker welfare, while reducing both repair costs and liability insurance rates.



Enhancing Customer Service

As great customer experiences are the foundation for success in every business, many companies use video recordings of client engagements to confirm the effectiveness of staff training and to monitor that company standards are being met.

Body-worn cameras can improve on this valuable practice, offering an unobtrusive way to obtain accurate footage of real events for fast analysis and comparison. This can be applied to specific individuals or across a division to investigate structural problems, attitude problems or to identify opportunities for improvement.

As a simple way to replay exactly what has been said, done, promised, and delivered, recordings from body-worn cameras can provide a quick way to find solutions.



More Effective Personnel Training

Our changing times require that employees are continuously learning. Traditional training in the form of lectures and written materials takes time.

To increase speed and develop more effective training, many companies supplement with video. Some even go so far as to hire actors to illustrate correct procedures and dramatize customer responses.

Body-worn cameras capture real engagement training scenarios and real-life situations showing the wrong way and the right way to follow company practice –tailored to a specific industry or challenge. This can offer faster and more intuitive methods to educate employees. The speed of learning can also be increased by utilizing first-hand, personalized point-of-view video recordings of individuals gathered by body-worn cameras.

When employees need to learn new rules, situations, or technology, using body-worn camera data is a fast and effective way to create up-to-date learning tools. They can be useful for specific corrections and for providing both discipline and praise.

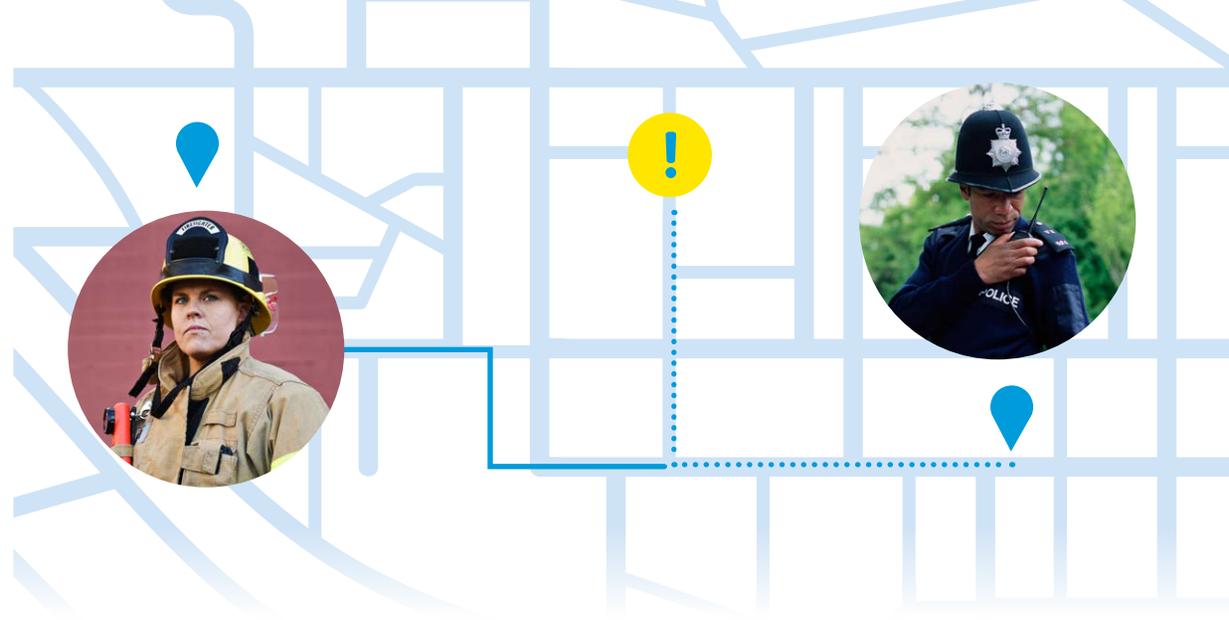


Demonstrating Policy and Procedure Compliance

Body-worn cameras can provide evidence that safety and mechanical protocols are followed.

Body-worn cameras are particularly effective for the many businesses that must follow scientifically, legally, or ethically mandated practices. There are many examples in a range of industries, from workers that need to follow specific and standardized operating procedures, e.g. super hygienic lab staff, funeral home workers and forensic scientists.

Body-worn camera solutions integrated into video management systems (VMS) have the benefit of analytics applications that enable searching for keywords, and even for non-conforming statements and actions. Guards or workers can film their guard rounds or inspection routines as proof of fulfilling the security, safety, or contractual compliance/agreement.



Increased Safety in Public Interaction

For all workers, body-worn cameras can provide protection and peace of mind.

GPS helps pinpoint their location and employees know that cameras help managers to ensure that co-workers are following safety and mechanical protocols.

First responders are often in risky situations. They are better able to make fast and accurate decisions while facing life and death situations with the knowledge that their body-worn cameras reduce risks.

For paramedics and medical staff, the presence of these cameras is known to prevent conflicts from escalating, both in the field and in hospitals. When using body-worn cameras capable of live streaming, an intelligent link is established to hospitals to optimize responses with direction, specialist consultation, resources, and backup. For fire fighters in the field, live streaming can support a more strategic and

coordinated response. This increases safety for both first responders and the public.

Employees tasked with managing crowds and defusing conflict – particularly in sports stadiums and other high-attendance event venues – are increasingly equipped with body-worn cameras to moderate behavior, minimize conflict (and provide evidence in the case of incident).

Reducing Corporate Liability



Body-worn cameras are designed to be visible and often have a small screen displaying what is being captured – and clearly communicating that there will be a full record of events.

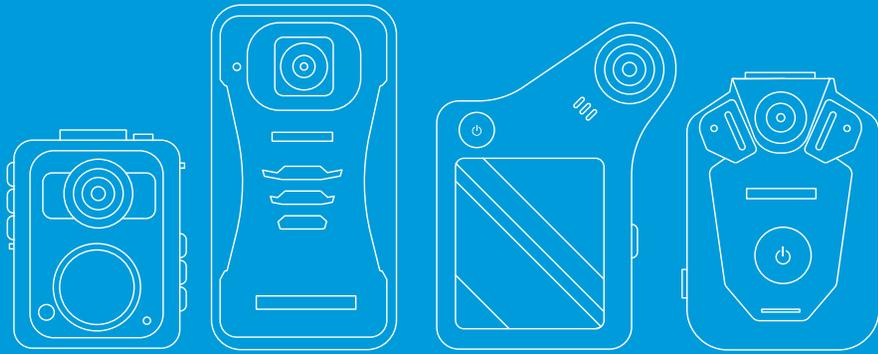
Wearing cameras has been proven to moderate behavior on both sides and to minimize conflict.

As a result, it may also minimize insurance costs. In the case of accident, body-worn cameras will record clear video evidence that can eliminate baseless claims, minimize future dispute, and permit fair outcomes.

Body-worn cameras may also serve to protect employees from incorrect managerial behavior and protect management from incorrect accusation.

To aid in incident resolution, many cameras have duress buttons that trigger messages requesting support.

Body-worn cameras that live stream offer the added benefit of those on location immediately obtaining support and head office consultation on the most appropriate responses.



Summary

Body-worn cameras have proven their value around the world in some of the most challenging, dangerous, and fast-paced situations.

With ongoing technological advances in body-worn hardware, the arrival of 5G and integration with powerful VMS software body-worn camera solutions will increasingly become valuable in many new areas, in both the public and private sector.

Bringing fixed and mobile solutions to the same operations hub makes data more easily accessible and makes it possible to apply strong analytical applications to the solution,

significantly increasing effectiveness and value for the user.

This e-book presents just a few new areas where the use of body-worn cameras have been adopted, but there are countless more applications.

We hope that you are inspired to consider new uses and contexts for body-worn technology in your area of operation.

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Milestone designs, develops and produces world-leading IP-based video management solutions for organizations of all shapes and sizes.

Milestone XProtect® video management software brings all the puzzle pieces for video surveillance together in a perfect combination to create a solution that keeps people and property safe today – and tomorrow.



Read more about body-worn camera solutions here:

<https://www.milestonesys.com/bodywornolutions/>