

For Immediate Release

IPSecurityCenter™ PSIM Enhances Security at Delhi Duty Free Services

GLOBAL RELEASE - July 15, 2011 – CNL Software, a world leader in Physical Security Information Management (PSIM) software, is pleased to announce that Delhi Duty Free Services (DDFS) has chosen to deploy its PSIM software on a Cisco IP physical security network to safeguard merchandise and shoppers.

With the commencement of operations at Terminal 3 (T3), the Indira Gandhi International Airport in Delhi has become India's and South Asia's largest and most important aviation hub. With a current capacity of handling more than 46 million passengers, the Delhi airport is set to become a premier global duty free shopping destination and DDFS.

Enhancing Retail Experience

With five locations within the T3, DDFS has thousands of shoppers moving in and out of its stores daily. In order to ensure the safety & security of people and merchandise, and to create a world-class retail experience, DDFS was looking for a solution that provided detailed reporting and the ability to see every item in the stores.



The solution had to operate without downtime, provide high scalability, and enable staff to monitor, assess, and deliver information reliably and securely across its locations while maximizing staff productivity. In addition to preventing theft, the solution had to enable DDFS staff to locate lost children, baggage left behind, identify serial offenders and manage aggressive customers on a daily basis. DDFS had to implement a security management system that would comply with the corporate as well as other legal obligations at T3.

The Solution

The solution provided by Cisco included the seamless integration and inter-operability of Cisco LAN, Unified Communications, Wireless, Cisco Video Surveillance and Cisco Physical Access Management.

A total of 300 Cisco cameras including high definition (HD) cameras, standard definition (SD) wired and wireless cameras and SD dome cameras are being managed using the Cisco Video Surveillance Management (VSM) Platform. Cisco's Physical Access Management (PAM) is being used to provide access control capabilities. All the video and access control information along with data from Point Of Sale transaction terminals are being integrated within IPSecurityCenter™ from CNL to provide an enhanced loss prevention posture.

According to Mr. Abhay Pandey, Head IT, Delhi Duty Free Services Pvt. Ltd, "Spread across a sprawling 40,000 square feet, Delhi Duty Free has been conceived and designed to provide travelers with an incredible shopping experience. Cisco is an industry leader and our association with them is



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a reflection of our endeavor to strengthen the security systems at Delhi Duty Free, and ensure that our customers get a comfortable shopping environment, one which is free of security concerns”.

Future Enhancements

The use of IPSecurityCenter™ as a platform in this implementation, will allow DDFS to build cost-effective, modular physical security solutions that will integrate all components of different technologies and verticals while proactively reporting possible events such as fraud and revenue loss. The solution will empower DDFS to detect and respond immediately in case of security lapses or events that can cause retail revenue loss. The solution’s ability to store and manage data will serve as an invaluable tool to provide business intelligence such as customer behavior trends for marketing purposes.

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About DDFS

Delhi Duty Free Services Pvt. Ltd. (DDFS) is a joint venture company between DIAL (Delhi International Airport Private Limited), IDFS (Indian Duty Free Services) and ARI (Aer Rianta International). The company was awarded the concession to manage and operate the Duty Free Shops at Terminal 3, Indira Gandhi International Airport in Delhi.

DDFS will be single largest duty free retail operator in India operating out of T3, the 6th largest single terminal building in terms of floor area. For more information, visit www.delhidutyfree.co.in.

About CNL

CNL is a world leader in Physical Security Information Management (PSIM) software. Its award winning technology is deployed to secure cities, critical resources and global commerce. CNL’s software sits at the heart of some of the largest, most complex and ground-breaking security integration and business value initiatives in the world. Their work with leading organisations is helping to shape the future of security by offering thought leadership on key issues such as energy reduction, process compliance and business advantage in converged environments. For more information, visit www.cnlsoftware.com.

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