Adding Security and Communication to Distribution and Fulfillment Centers

THE SCENARIO

A busy distribution center recently expanded to include 13 additional fulfillment locations across the country. Due to this large expansion, management at the main distribution center headquarters realized they had security challenges to overcome at these spread-out delivery hubs.

There was a mix of employees and independent trucking agencies who entered the gated properties every day. Each location had an access control system where credentialed employees could unlock the gate, but third-party personnel could not. Those drivers would have to contact customer service who worked at the distribution headquarters. Customer service would then contact the receiving teams at the fulfillment centers to let them know when delivery drivers were waiting at their gate. If no one on the receiving team could be reached, deliveries could be delayed.

Employees at the fulfillment centers did not have a way of seeing the drivers before unlocking the gate. They either had to trust the drivers were being honest about their identity or physically walk to the gate to identify them in person. Management wanted a more efficient solution that would integrate with their access system so customer service could verify drivers directly from their headquarters.

THE SOLUTION

Management at the main distribution headquarters selected an IP video intercom to add driver screening capability to their existing access control system.

Authorized employees were still able to use their credentials to unlock the gate while third-party personnel now had a convenient way to directly call customer service. This eliminated the problem where the busy telephone line held up driver requests to access the property.

When customer service reps answered calls initiated at any of the 13 locations, they could quickly confirm a driver's ID and unlock the gate using the intercom. This efficient method of authorizing drivers from the main distribution headquarters saved time and eliminated the issue of disrupting the busy receiving teams at the fulfillment centers.

Customer service reps could immediately identify delivery drivers who called at any of the 13 fulfillment centers

Fulfillment Center Gated Entrances

Compact stations fit with existing employee access keypads, giving third-party drivers an easy way to call for entry.

Clear video made it eas[y] to verify a driver's ID before unlocking the gate, ensuring a safer working environment for employees.

Main Distribution Center Headquarters

THE BENEFITS

• IP video intercoms integrated with existing access control system; credentialed employees still had easy access into their place of work

• Exterior stations installed at the gates allowed third-party delivery drivers a convenient way to call customer service and request access into the various fulfillment centers

• Interior stations gave customer service superior video quality to verify drivers' IDs before unlocking the gate using the same touchscreen station

• Customer service could screen drivers from the headquarters location, eliminating the issue of disrupting various teams while ensuring a more secure workplace

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System Configuration Example

Aiphone Components

Mullion-Mount IP Video Door Station x 13

IP Video Master Station x 2

Application was for a main distribution center and 13 fulfillment centers across the country, all connected by a VLAN. Diagram represents the main headquarters and one fulfillment center.

Fulfillment Center Gated Entrances

Employee Access Keypad

Compact mullion-mount station has slim width under two inches.

PoE Switch

Integrating with their access control system allowed credentialed employees to quickly unlock the gates while third-party personnel could easily request entry using the exterior call station.

Main Distribution Center (Headquarters)

Interior stations were supervised by customer service 24/7, ensuring all calls were answered.

PoE Switch

Verifying delivery drivers from the main headquarters saved time and avoided disrupting teams at the fulfillment centers.

Explore *more* unique possibilities on our Solution Showcase page.