



Papa Murphy's Lakeway Chooses Eagle Eye Networks for Video Surveillance

Papa Murphy's "take-n-bake" pizza is the fifth-largest pizza company in the United States, with over 1,400 independently owned and operated stores.

The Lakeway, Texas Papa Murphy's location is owned and operated by Bridget and Michael Bertram, a couple working for their piece of the American Dream. They purchased a surveillance system from a membership warehouse store when they opened their store. The analog camera system was adequate, and with several days of help from a local IT company they were eventually able to get it connected to the Internet. However, for remote viewing they were only able to see the cameras using an older version of Windows, so usability was limited and they had no access from their mobile phones.

During a recent upgrade to their point of sale system, remote access to their DVR was terminated to improve network security. Michael and Bridget turned to Eagle Eye Networks for a modern video surveillance solution that worked in conjunction with IT security instead of against it. The fact that the Eagle Eye Security Camera VMS supported their existing analog cameras was an unexpected bonus.

"I thought I would have to replace my entire surveillance system," said Michael. "When I started looking at new systems I was really put off with the initial cost. The Eagle Eye system allows us to use our existing cameras and migrate to IP cameras when we're ready, without needing new equipment."

Bridget Bertram added, "I like being able to watch the store from my phone. I never have to wonder what's going on when I'm not there. With Eagle Eye, our team knows that we can look in on them at any time, and their performance has certainly improved."

Papa Murphy's didn't want to change Internet service providers or upgrade their existing cable modem based Internet connection. The Eagle Eye Security Camera VMS does not require a static IP address or port forwarding and works without having to change any settings with their service provider. Eagle Eye's Intelligent Bandwidth Management™ technology means that they can prioritize their POS Internet traffic ahead of the video surveillance, but still feel comfortable that all of the video will be recorded and be available whenever they need it.

The fact that the Eagle Eye Security Camera VMS is a fully managed service is also comforting to the Bertrams. They are focused on running their business and don't want to have to become IT experts to manage their surveillance system. "They've taken something really complex and made it simple to use," says Bertram. "I love the cloud managed aspect of this system – they're always adding new features, and best of all it just works."

Quick Facts

Eagle Eye Components	Bridge 310 & Eagle Eye Security Camera VMS
Reason for Surveillance	Loss Prevention & Operational Awareness
Cameras	6 Analog
Retention	30 Days
Internet	Cable Modem - 768kb
Store Size	1,000 sq ft
Employees	10 - 12