



Centralized video solution saves this apartment complex thousands a year.

“With Eagle Eye, we streamlined a messy, expensive system into one simple, powerful platform. The property management team can now view every camera from one place, resolve resident concerns faster, and trust that their system will scale as the community grows.”

Andrew Cummings, Platinum Technologies



INDUSTRY:

Multifamily / Property Management

LOCATIONS:

Dallas, TX

PROPERTY:

Large gated apartment community

SOLUTION:

- Eagle Eye Complete Camera System (C002A, C003A)
- Point-to-Point Bridge Network
- Cloud Video Management with unified access to footage across the site

Platinum Technologies, a trusted Eagle Eye Networks partner based in Lancaster, Texas, helped a large gated apartment community in Dallas modernize its outdated, fragmented video surveillance system. By replacing multiple disconnected networks with a centralized Eagle Eye Cloud VMS, Platinum Technologies helped the community reduce costs and improve its security posture, and delivered a scalable solution that positions the property for growth.

The challenge: Rising costs, fragmented footage, and security blind spots

The property's old system, including an assortment of cabinets with cameras from various manufacturers, was costly and ineffective:

- **Multiple internet contracts:** Six separate internet bills for individual cabinets inflated costs by thousands of dollars annually.
- **Fragmented monitoring:** Video was split into six “sites,” forcing management to toggle between interfaces instead of viewing all cameras in one system.
- **Resident concerns:** New property management wanted better visibility to address key issues:
 - Residents not cleaning up after pets.
 - Illegal trash dumping at dumpsters and gates, creating costly cleanup.
 - Gate collisions and vandalism, for which old cameras provided only fuzzy, unusable footage.
- **Locked-out hardware:** Existing cameras were password-protected and unsupported by the original provider, making reuse impossible.

The solution: Eagle Eye Complete with point-to-point integration

Platinum Technologies took advantage of Eagle Eye's Complete program, ensuring lifetime warranty and rapid replacement for any failed cameras. The installation included:

- **A point-to-point bridge network** from the leasing office, connecting multiple buildings into one secure system.
- **Centralized video management** in the Eagle Eye Cloud VMS, enabling managers to view all cameras in one interface.
- **Targeted coverage upgrades:**
 - Varifocal cameras for general coverage throughout the property.
 - Fixed cameras for gates and dumpsters.

This design eliminated redundant internet contracts, reduced complexity, and provided higher-quality footage for investigations.



The results: Clearer footage, lower costs, and new business opportunities

- **Cost savings:** The property eliminated six separate internet contracts, saving thousands of dollars each year.
- **Improved investigations:** Management quickly identified those responsible for illegal dumping by tracking activity across multiple cameras in a single interface.
- **Higher-quality evidence:** Upgraded cameras provided clear gate footage, resolving previous issues with blurred or unusable video.
- **Operational efficiency:** Managers no longer waste time switching between multiple interfaces to review footage.
- **Future expansion:** Pleased with the results, the HOA management company has already engaged Platinum Technologies for an additional project, expanding to offer residents access control with Eagle Eye and Brivo integration.

