



Internet of Everything protects attendant-less assets

Unmanned Q8 easy service gas stations were attractive targets for thieves and vandals. Now our video systems keep them at bay.

“Having one system to control and configure increases effectiveness and simplifies the management process.”

Giuseppe Di Costanzo, Network Administrator, Q8

Unmanned gas stations seemed just the format for Q8 to innovate its supply and increase its customers' satisfaction in Italy. But in remote places, they were a lure for criminals. The Cisco® Internet of Everything (IoE) video systems have seen the number of attacks plummet. They look after service levels too.



Challenges

- Protect unmanned service stations from thieves and vandals
- Improve service and protect gas pipelines

Kuwait Petroleum Italia, known as Q8, started building unmanned service stations to gain an edge on other brands. The plan worked well.

However, because 80 percent of the time Italians use cash for petrol pump payments, these unmanned sites are attractive to thieves. When a site is robbed, Q8 doesn't just lose the stolen cash, it also loses profits until the damage is fixed.

Case Study | Kuwait Petroleum Italia

Size: 750 employees

Location: Italy

Industry: Oil and gas



The Cisco IoE video systems help Q8 keep an eye on trouble spots.

Solutions · Cisco smart video systems

Seeing when things go wrong

A smart video system from Cisco now guards almost 100 of the most at-risk service stations. When someone pulls up, sensors start tracking them. If something's amiss, for instance when a person lurks near the payment slot for too long, an alarm goes off at the Q8 security firm. "They can see what's going on using the video cameras, and call the police if needed," says Simone Rischia, IT operations manager.

Helping things go right

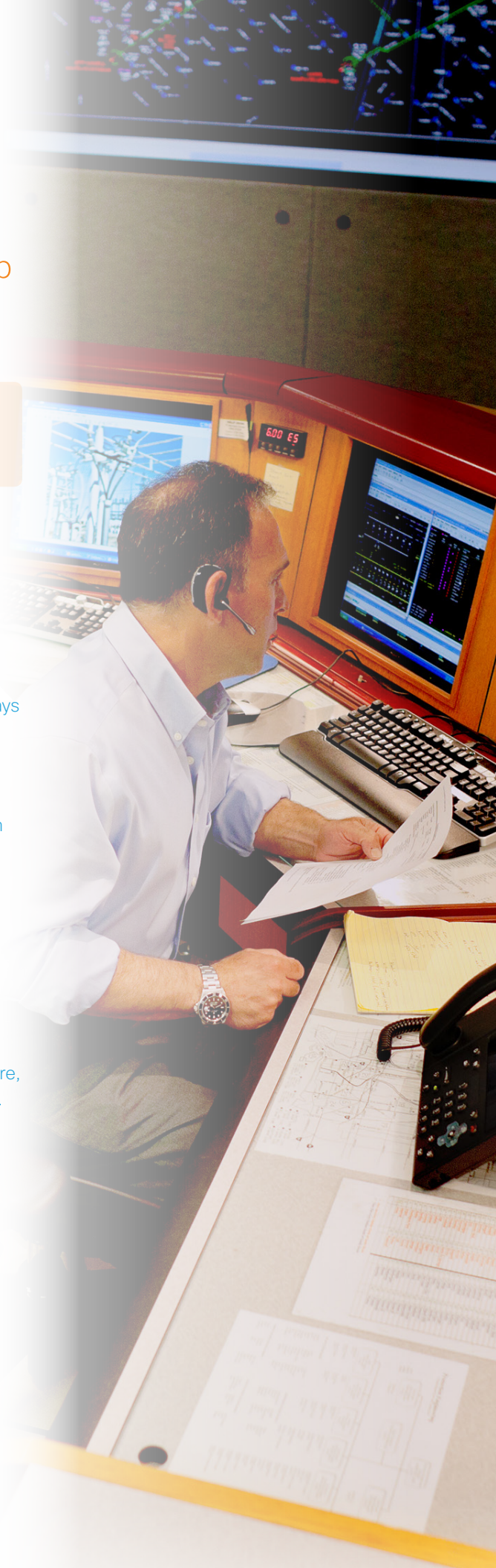
Although the system is just to keep service stations safe for now, the plan is to put it to other uses. The installed IoE video systems can be used to assist drivers who need help. They can also increase sales, such as linking customers with loyalty card data to special offers. "We're really keen to adapt them to the needs of the end user, in addition to the quality of our service that is our first priority," says Roberto Zaccaro, IT, logistics, and innovations director.

Keeping the gas flowing

Another use is to protect a precious Q8 asset: a 125-mile gas pipeline. Here, video surveillance is being used along with sensors to spot pressure drops. Q8 can check for damage or leaks in an instant without sending people onsite unnecessarily.



Incidents have dropped from **three a month** to **only three in the last year**



Results

- Crimes have fallen 12-fold in a year.
- Admin costs have been reduced, with just one firm to handle remote security.
- Profits have increased as a result of reduced site downtime.

Smarter, safer service stations

Drivers don't have to worry about their local Q8 service station being out of action when they need to fill up. Q8 has fewer losses. It's also better off in other ways. "Having one system to control and configure, plus one point where I can monitor alarms and events, increases effectiveness and simplifies the management process," says Giuseppe Di Costanzo, Q8 network administrator. "I can focus in real time on the events that need particular attention."

With security on the agenda

Even though the IoE is helping Q8 be safer, the IT team is aware that adding more endpoints to the network has risks of its own. That's why the business is planning to enhance its network security with products from Cisco.

Products & Services

<p>Video and Physical Security</p> <ul style="list-style-type: none"> • Cisco Video Surveillance Operations Manager Software • Cisco Video Surveillance Operations Manager Federator • Cisco Video Surveillance Media Server Software • Cisco Video Surveillance 7030 IP Camera • Cisco Video Surveillance 6400 IP Camera 	<ul style="list-style-type: none"> • Cisco Physical Safety & Security Desktop • Cisco Physical Access Input Module • Cisco Video Surveillance Manager • Cisco Physical Access Gateways • Cisco Physical Access Manager <p>Data Center</p> <ul style="list-style-type: none"> • Cisco UCS B420 M3 Blade Server • Cisco UCS B200 M3 Blade Servers
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For More Information

To learn more about the Cisco solutions featured in this case study, visit: www.cisco.com/go/ioe



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