Henley Enterprises Leverages Orchid VMS for Nationwide Rollout

Simplify
Hassle-free user and admin experience.

Monitor
System health as well as live and recorded footage.

Reduce
Loss of video evidence and settlement fees.

Challenge:

The leaders of Henley, a national auto service chain, experienced frustration with camera outages in their system, time-consuming maintenance, profit losses from legal settlements, and operational inefficiencies.

"We were unable to retrieve a recording of a particular service or interaction, and were never notified that the camera had been offline in the first place," says Robert Reeder, CIO of Henley Enterprises.

Additionally, the team faced tedious processes when granting rights and roles to team members, especially daunting when coupled with employee turnover.

Solution:

Orchid VMS emerged as a solution that seamlessly integrated with existing cameras and continually improved feature sets and functionality over time. Unlike the previous system, Orchid offers automatic software release updates, relieving the IT team of additional system maintenance for their cameras.

Orchid VMS addressed dropped cameras by providing real-time alerts for offline cameras or NVRs, preventing the loss of video from impacting investigations.

The risk of compromised user access due to turnover was nullified as Orchid simplified access management and automatically adjusted user rights within the system through SAML.

> "Orchid VMS enables our teams to ensure the best experience for our customers nationwide." Robert Reeder, CIO

Result:

A gradual rollout allowed the organization to deploy Orchid VMS across hundreds of sites at a pace aligned with their budget and team capacity. "We have seen a drastically increased adoption rate by field management for monitoring service centers due to Orchid's ease-of-use."

Orchid's Notifications feature was configured to open an internal ticket within the organization's support system, ensuring that camera health was constantly monitored, drastically reducing instances of missing footage. Notable ROI from eliminated settlement fees encouraged upper management to accelerate the rollout schedule.

Orchid's Hybrid Cloud management reduced time spent maintaining camera systems internally with automatic quarterly NVR updates. "None of this would have been possible without Orchid's cloud integrated solution, with one portal to view all of our cameras."

Each release introduced new or enhanced features, boosting performance without interrupting day-to-day operations. "Orchid enables our teams to ensure the best experience for our customers nationwide."

The Simple, Scalable, and Flexible Camera Management Solution for Auto Service

Why Orchid?

Cloud Automated Upgrades
Quarterly releases coupled with automatic software updates save time, boost performance, and increase efficiency.

Single Sign-On (SSO)
Orchid's Single Sign-On (SSO) integrations automatically adjust users to allow secure access throughout changing roles in the organization.

Same Day Support
Support from our in-house team in Virginia in minutes, via our trouble ticket system or toll-free number 855.440.1077 M-F, 9am-8pm EST.
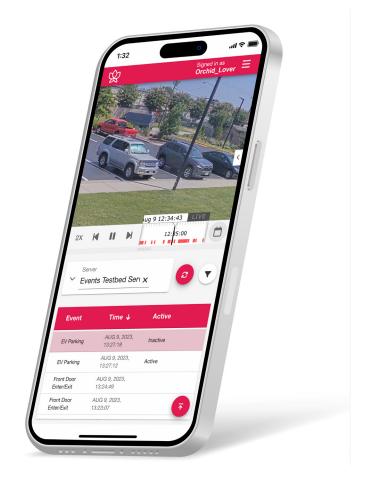
Free Online Training
All versions of Orchid VMS offer self-paced online training for end-users, administrators, and installation.

OS & Hardware Agnostic
Orchid is compatible with Windows and Linux devices, and utilizes ONVIF and RTSP protocols for cameras.

Ease-of-Use
Each Orchid VMS version has the same refreshingly intuitive interface for end-users and administrators alike.

> "None of this would have been possible without Orchid's cloud integrated solution, providing one portal to see all of our cameras."
>
> Robert Reeder, CIO

Product Used: Orchid Hybrid
Features Highlighted: Automatic Updates, Camera Down Notifications, SAML Single Sign-On, Smart Search