

Why A Restaurant Needs Long-Term Video Surveillance Retention



In the ever-evolving landscape of the hospitality industry, restaurant owners often find themselves dealing with more than what to highlight as the special of the day. Timely food supply chain challenges. Cook, server, staff scheduling. And most importantly, creating an inviting atmosphere keeping the guests as happy and satisfied as possible.

Regrettably, in today's litigious environment, restaurant owners are facing an increase in frivolous lawsuits from customers claiming events that never really occurred. These legal challenges can be not only financially burdensome but also detrimental to the reputation of the establishment.

Therefore, the importance of implementing a comprehensive security and video surveillance solution is vital in the overall operations of a restaurant. We will explore the benefits of video surveillance systems, with a focus on Cozaint's askALICE system, and how they provide affordable long-term video retention to serve

as crucial operations monitoring system, and in those unfortunate situations where evidence in defending against baseless claims.

The Growing Challenge of Frivolous Lawsuits:

For many restaurant owners, dealing with unsubstantiated legal actions have become a too frequent reality. Claims ranging from slip-and-fall incidents, food poisoning, or alleged server altercations can pose a significant impact to a restaurant's bottom line. In such cases, having a reliable, comprehensive, long-term video surveillance retention system in place becomes a strategic necessity.

"Our team works very hard to create a fun and inviting atmosphere where our guests can enjoy a great meal, have fun with friends and family around our teppan tables or socialize around our friendly bar," shared Dan Lauriano, owner of Riptide Rockin' Sushi & Teppan Restaurant in Mission Viejo, California.

“But we do get the occasional claim that something terrible happened and we are presented with a baseless lawsuit. We have been getting more of these claims where the proposed action occurred 90-days ago, or more.” Lauriano continued.

It is because of situations like this where long-term video surveillance retention is critical.

The Power of Video Surveillance:

Video surveillance systems act as silent witnesses, capturing real-time footage of every corner of the establishment. These systems not only enhance security but also serve as a valuable tool in refuting false accusations. Cozaint’s askALICE system, in particular, stands out for its advanced features, affordability, and long-term video retention capabilities.

High-Quality Surveillance Footage:

The askALICE system boasts support for high-resolution, full motion (FPS), surveillance cameras that provide clear and detailed footage, crucial for accurately documenting events within the restaurant. This ensures that any incidents can be reviewed with precision, leaving no room for ambiguity.

Real-Time Monitoring:

askALICE allows restaurant owners and managers to monitor their establishment in real-time, either on-premise or remotely. This proactive approach can help prevent incidents before they escalate, and it also provides a live feed for immediate response to any potential issues.

Affordability:

Unlike many high-end surveillance systems, askALICE is designed to be the most affordable video surveillance storage solution for many businesses, such as a restaurant/bar establishment. This cost-effective solution makes it accessible to individual restaurant owners who may be operating on tight budgets but still require top-notch security.

Scalability:

Cozaint’s system is scalable, allowing restaurant owners to expand their surveillance network as the business grows. This adaptability is essential

for establishments looking to enhance security without the need for a complete system overhaul.

Ease of Use:

One of the standout features of askALICE is its user-friendly interface. The system is designed for ease of use, ensuring that even those without extensive technical expertise can navigate and utilize its features effectively.



Long-Term Video Retention:

One of the serious advantages of Cozaint’s askALICE system is its long-term video retention capabilities. Unlike many surveillance systems that simply overwrite video footage after a short period, askALICE allows for the preservation of video data for extended periods. This becomes a valuable asset in the face of legal challenges, providing indisputable evidence to refute false claims, even when the claim is from a period months ago.

Legal Defense:

In the unfortunate event of a meritless claim, having access to historical video footage can be a game-changer. askALICE’s long-term video retention ensures that restaurant owners can retrieve footage from specific dates and times, presenting an accurate account of events to legal authorities.

Reducing Liability:

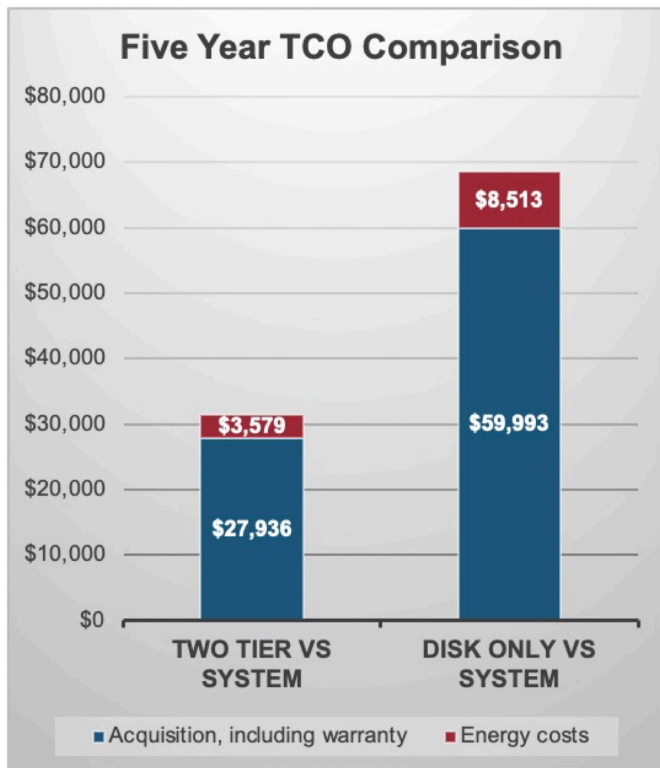
By maintaining video records over an extended period, askALICE helps in reducing liability for the restaurant. This not only protects the establishment from meritless claims but also acts as a deterrent to potential scammers who may think twice before attempting to exploit the legal system.

Investigation Support:

In cases where an incident requires thorough investigation, the askALICE system becomes an invaluable tool. The ability to review historical video footage aids law enforcement or private investigators in understanding the sequence of events, facilitating a more efficient resolution of the matter.

Lowering Insurance Premiums:

By investing in a comprehensive video surveillance system like askALICE, restaurant owners demonstrate a commitment to security. Insurers often reward such proactive measures by offering lower insurance premiums. The long-term financial savings on insurance costs can be substantial, providing a tangible return on the investment in askALICE. Being able to properly defend against unsubstantiated legal actions can also prevent such insurance premiums to continually increase.



Avoiding Settlement Costs:

The strength of the evidence provided by askALICE can dissuade claimants from pursuing baseless legal actions. As a result, restaurant owners may find themselves in a stronger negotiating position, potentially avoiding costly settlements and further reducing financial liabilities.

Quantifying the Savings:

To put these potential savings into perspective, let's consider a hypothetical scenario. The average cost of defending a frivolous lawsuit can range from tens of thousands to hundreds of thousands of dollars, depending on the complexity of the case. In contrast, the initial investment in Cozaint's askALICE system, combined with ongoing maintenance costs, is a fraction of these potential legal expenses.

Riptide's Lauriano said, "Having a modern video surveillance solution like Cozaint's askALICE is going to significantly enhance our ability to defend against frivolous lawsuits and help us monitor the operations of the restaurant."

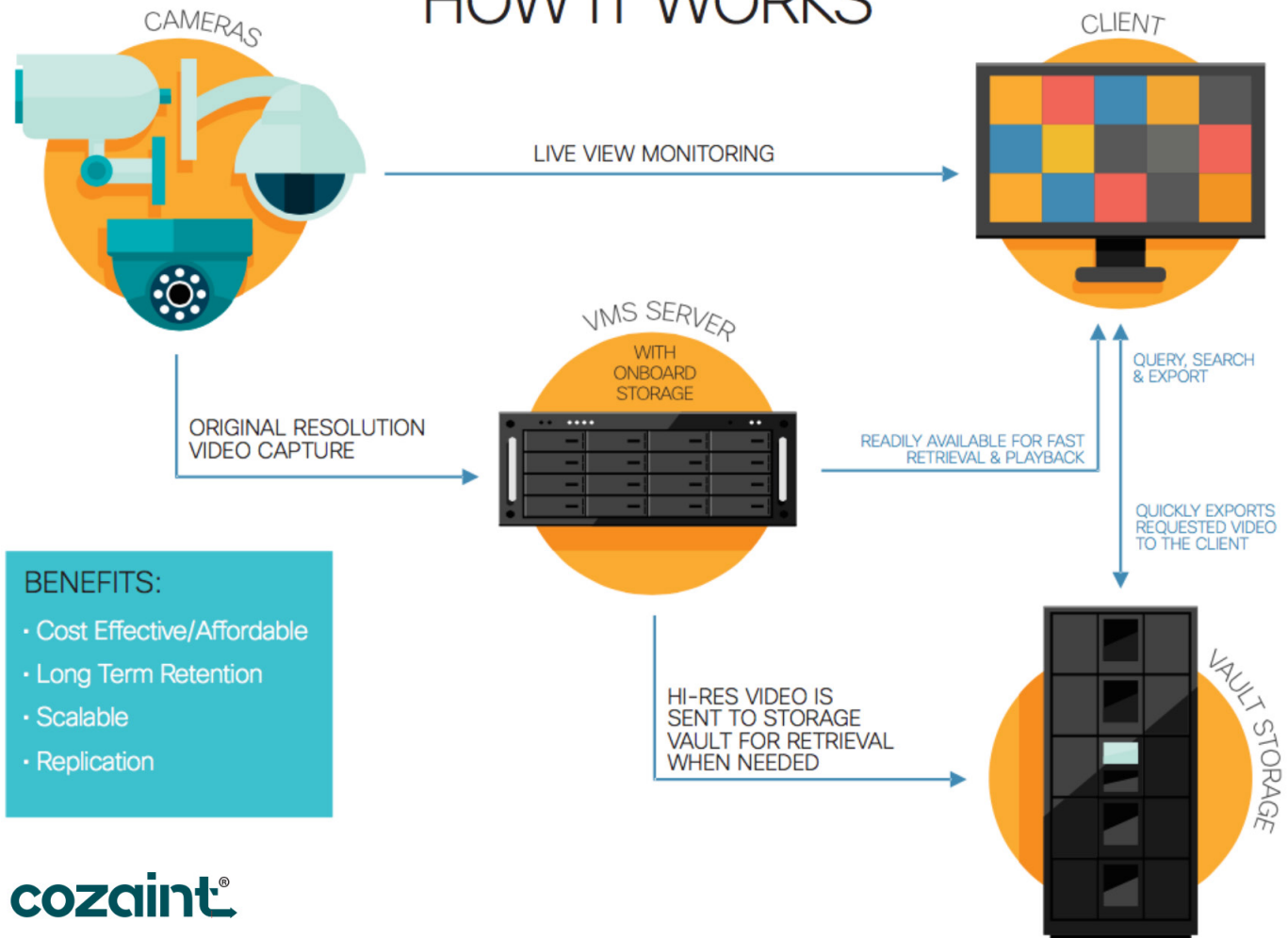
In the realm of hospitality, where overall profit margins can be tight, finding cost-effective solutions is paramount. Cozaint's askALICE system not only bolsters security measures but also serves as a powerful tool in mitigating the financial risks associated with meritless legal claims.

By preventing fraudulent actions, reducing legal expenses, lowering insurance premiums, and potentially avoiding settlements, askALICE stands as a sound investment that delivers long-term monetary savings.

Cozaint's askALICE system emerges as a cost-effective and efficient choice, offering high-quality surveillance, real-time monitoring, and, most importantly, affordable long-term video retention.

Individual restaurant owners want to protect their businesses from baseless legal claims, safeguard their finances, and maintain a positive reputation within their communities. Implementing the askALICE system fortifies the restaurant's security and legal defense capabilities.

HOW IT WORKS



cozaint®

Benefits of LTO:

LTO is a powerful, scalable, and adaptable data tape format that helps address the growing demands of long-term video retention. LTO Data Tape remains unrivaled in terms of cost for capacity, reliability, portability and security and it continues to play a crucial role in data protection. And LTO perfectly complements a more responsive disk-based storage system by providing a nearline storage offering.

Add LTFS. The Linear Tape File System (LTFS) makes viewing and accessing tape files easier than ever. LTFS works in conjunction with LTO technology for ease of use and portability for open systems data tape storage. With LTFS, one partition holds the content and the other holds the content's index, so the tape cartridge can be self-describing to improve archive management.

The costs were calculated based on data entered into the FujiFilm Total Cost of Ownership (TCO) website tool (<https://www.fujifilm.com/us/en/business/data-storage/resources/video-surveillance-retention-cost-calculator>) made from the City of Oceanside water treatment plant usage and needs.

Storing More Video For Less Costs: Savings for using LTO tape as the 2nd-tier of storage and augmenting a smaller disk capacity for video surveillance storage came to **54%**. Less than **HALF** the cost of a traditional hard-disk only solution.

Putting It All Together – askALICE

An ideal video storage infrastructure would provide medium- and long-term storage and:

Total Cost Of Ownership (TCO) Results

	Two Tier VS System	Disk Only VS System
Tape Drives, Library, Media	\$20,618	\$0
Disk Cache	\$7,318	\$59,993
Energy	\$3,579	\$8,513
Cloud service fees + bandwidth	\$0	\$0
Solution 5 Year TCO	\$31,515	\$68,506

- It should provide easy access to all stored video
- Video quality should never degrade over time
- There should be no 'extra' steps necessary to playback any/all recorded video
- It should easily scale as needed to support more surveillance cameras

The ideal solution is a combination of disk-based storage and LTO-based storage in a two-tier solution. In such a multi-tiered storage infrastructure, a much smaller amount of hard disk storage is used as an initial, fast response, storage tier with the more cost effective LTO storage tier utilized for complete and long-term retention.

Cozaint has taken the requirements of such an affordable network video recording system and put together the appropriate software and hardware pieces to fulfill the needs of most medium to large scale video surveillance installations.

Combining specialized off-the-shelf PC hardware running the innovative BOBBYvms surveillance software and LTO libraries, Cozaint has come up with one of the most economical, flexible, scalable long-term video retention solutions on the market.

The BOBBYvms software comes with modules to add cameras, set up and modify user defined rules to direct the flow of video data, observe and control any camera in the system, maintain the video storage, and track the flow of video to the LTO library. In addition, the video for specific cameras is kept on the same LTO tape meaning that recall of the video for a particular camera is very efficient and effortless.

Cozaint's *askALICE* solution affordably scales from hundreds of terabytes to petabytes of video retention. Let us show you how we can deliver the long-term video storage you need at costs significantly lower than any other disk-only solution.

About Cozaint Corp

Marcia™ OS: Video Storage Routing

Cozaint's Marcia™ OS platform delivers the effective process that now allows LTO digital tape to be operationally practical within a VMS/video surveillance storage infrastructure. Marcia breaks through traditional video retention limitations, providing access to significantly longer video storage. Affordably retain video where you CAN keep it longer.

Founded in 2018, Cozaint delivers intelligent surveillance solutions that empower organizations to harness the full potential of their physical security infrastructure. When you need leading edge physical security solutions, lean on Cozaint. Learn more at www.Cozaint.com

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