



Case Study

Keeping repossession agents safe in the Carolinas

How Motorola Solutions technology is benefiting National Asset Recovery Services

National Asset Recovery

Founded in 2006, National Asset Recovery Services (NAR) is one of the country's leading asset recovery firms and is built upon more than 50 years of team experience.



NAR currently operates out of six locations, with a seventh soon to be opened, across North and South Carolina. It conducts roughly 1,300 repossessions per month and, using License Plate Recognition (LPR) software, scans around 1.5 million vehicles every month. This volume of work makes NAR one of the largest asset recovery companies in the entire country.

Customer

National Asset Recovery Services

Location

Charlotte, North Carolina, USA

Industry

Asset Recovery

Solutions

- VB400 body cameras
- VideoManager

Outcomes

- Improved visual coverage of an agent's work
- Clearer audio quality, even with background noise
- High-definition video footage provides clarity
- Evidential integrity of recordings maintained within backend software
- High-quality footage is easily offloaded to VideoManager for use in staff training



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Challenges

Given the nature of its work, NAR faces numerous safety and security challenges when its staff are out on the road recovering assets. NAR staff frequently deal with members of the public face-to-face in situations that can quickly become escalated and emotionally charged, which can lead to them receiving verbal and sometimes even physical abuse. Asset recovery can be dangerous work and there have been tragic instances of repossession agents losing their lives while on duty.

To mitigate these risks, NAR — like many repossession companies in the country — installed security cameras on its vehicles to record these interactions. These cameras are always running and the system they operate in can store a lot of data, but they have limitations. The cameras are far less useful once NAR staff move away from the vehicle and out of shot. Plus, picking up clear audio on them can be a real issue, particularly if there is a lot of background noise.

NAR must also protect itself from claims made by debtors, some of which can be entirely unfounded. In these cases, providing clear video evidence is the most effective way for NAR to prove its integrity and provide an objective first-hand account of what happened. But the vehicle cameras can only record incidents and interactions that occur in or around the vehicle itself. So, if a claim is related to something that happened away from the NAR vehicle, the company had no video evidence it could use.

Lastly, NAR strives to ensure all of its agents are trained to the highest standards, and using real-world examples of interactions with the public is one of the best methods of providing this training. NAR wants to use video footage to demonstrate these examples, but the cameras it was using didn't always provide optimal recordings for it to use in training.

“ There has been a drive within our industry as a whole to do something about violence against agents and we think body-worn cameras will help. We had an incident at NAR, our agent had only moved 10 or 15 feet away from their vehicle but we couldn't see or hear what happened. That was the final straw that drove me to get body-worn cameras, and the industry as a whole is moving toward that too.”

— Marcus Potter, President, NAR



Solutions

To address these safety and evidentiary issues, NAR needed cameras not just on its vehicles but on its agents as well. Body cameras provide clear and comprehensive footage of an agent's shift, including face-to-face interactions with the public and debtors. NAR turned to Motorola Solutions for its body camera needs and purchased a suite of security-grade VB400 cameras.

With its ergonomic design and secure mounting options, the VB400 easily attaches to NAR agents' uniforms. Its 12-hour battery life allows staff to record for an entire shift without needing to charge the camera. And everything is captured in high-definition — 1080p, 30fps, with a wide-angle 120° horizontal field of view. Dual microphones on the camera ensure crisp and clear audio quality.

These capabilities equip NAR agents with outstanding camera technology that goes wherever they do. They can now record all aspects of their asset recovery work, including interactions with debtors, even when away from their vehicle. Should an incident arise, agents are able to capture high-quality footage from a first-person perspective which, if need be, can be used as evidence. The VB400 automatically encrypts and secures the footage it records — so only authorized users can access it, via specialized backend software, for processing and review purposes.

This evidential integrity is also important when debtors make egregious or false claims against NAR. The company can use its body camera footage from the VB400 as evidence of what happened during the incident in question and — through certificate-based footage signing and SHA256 hashes — prove the footage has not been tampered with. This not only saves time by streamlining the process of refuting claims but also protects NAR against having to pay out for false claims.

The mere introduction of body cameras to NAR's work is helping to reduce the amount of confrontations its agents have to endure from debtors. When someone knows they are being recorded, they are less likely to use abusive language or make physical threats. The deterrent of body cameras is keeping NAR agents safer when they are fulfilling their asset recovery duties across the Carolinas.

The VB400 seamlessly offloads recordings onto VideoManager, the backend software, from which NAR staff can access and use the footage for staff training. Unlike the vehicle cameras, footage from body cameras provides a much more comprehensive account and with the VB400's video and audio quality, no details are missed. NAR staff can watch clear examples of best practices, equipping them with the expertise to carry out their work to the highest standard.





Solving for safer

Motorola Solutions' VB400 body cameras allow NAR to keep its staff safe with comprehensive, high-definition recording capabilities. The body cameras not only act as a deterrent against threats of abuse but also provide NAR with crucial evidence and footage that can be used to address claims and for staff training.

To find out more, visit: https://www.motorolasolutions.com/en_us/video-security-access-control/body-worn-cameras/commercial-business.html



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