# The Markets at Highlandtown Chooses Remote Eyes® for Loss Prevention

***August, 2020***

The Markets at Highlandtown, located in Southeast Baltimore, offers its local community a convenient specialty grocery store, general goods market, bakery, and deli all under one roof. Like many grocers and retailers, The Markets faced exposure to loss due to internal employee theft. To address this exposure, The Markets recently contracted with Digital Video Solutions (DVS), an Authorized Remote Eyes Integrator, to install an IP-based high-resolution Remote Eyes video management system, complete with real-time integration to their NCR ENCOR point-of-sale store system using Remote Eyes POSWatch™ software.

According to Judy Rykiel, General Manager of The Markets at Highlandtown, "DVS has been an excellent partner to work with. First, they saved us money on our equipment installation by figuring out how to reuse all of our existing cabling from our old CCTV system with the new high-resolution equipment. Then they worked seamlessly with our IT and POS vendors to get the POSWatch integration with ENCOR going for us. Being able to see all of our cash register transactions clearly displayed on our cameras has helped us tremendously with tightening our store management procedures. As an unexpected bonus, the Remote Eyes camera system recently helped us avoid a fraudulent liability claim. One of our customers claimed that a shelf fell on her, causing an injury. The high resolution video from the Remote Eyes system clearly showed the customer intentionally caused the shelf to fall on her."

**About Odyssey Technologies, Inc.**

Odyssey Technologies, Inc. was founded in 1997 and manufactures Remote Eyes brand video surveillance equipment and software. With thousands of Remote Eyes video surveillance systems installed worldwide, Odyssey differentiates itself by providing equipment, software, and services for centralizing and automating multi-site operations in Retail, Hospitality, Financial Services, and Property Management. Remote Eyes video systems feature superior video compression, multi-site remote video management, and integration with point-of-sale, access control and networked transaction systems. To learn more about Odyssey Technologies, Inc., please visit us at www.remoteeyes.com or e-mail Odyssey on sales@remoteeyes.com.

**About DVS**

DVS is a national provider of security systems integration with expertise in video surveillance and access control. Core DVS offerings include:

- iCCTV hosted video surveillance
- iDoor ™hosted access control
- StoreAudit™ remote video audits

In addition, DVS provides traditional design, installation, and support for physical security systems.

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