Fact Sheet: FAQ's

What is DCM?

DCM is a platform that works with existing cameras to provide real-time insights on key crowd metrics. We help you to decide when pedestrians become a crowd, and when a crowd needs management.

What does DCM measure?

DCM measures the number of people in an area (Density), the speed and direction people are moving (Velocity) as well as the mood of people. DCM also extends to an number of other measurements including Social Distancing.

What are the DCM deployment options/ software models?

DCM has three deployment options:

1. **Cloud deployment** (recommended). A cloud deployment connects your local CCTV system via secure tunnel to our AWS Cloud containing the DCM software and dashboard.
2. **On-premise deployment**. If you already run your own data centre in-house, we can install the DCM software within your own network.
3. **Hybrid deployment.** You can run your own mixture of in-house and cloud services.

Where is DCM hosted?

DCM is hosted by Amazon via Amazon Web Services. A world leader in the cloud market.

Will my data go offshore?

AWS allows customers to specify the region in which they require their data to be stored. For instance, it is possible to store data exclusively in the Asia Pacific (Sydney) AWS Region and thus be confident the data will not go offshore. It is also possible to specify multiple regions should you require.

How do I connect DCM to my cameras?

Your cameras are already configured into your CCTV system. When the CCTV system was setup, each camera was given a unique ID in the form of an IP address. The DCM software can search for existing cameras on your network and offer the option to connect them to the dashboard. You will need to know the ONVIF username and password for each camera you wish to add. The DCM application steps you through the process of network setup and camera calibration online as part of the onboarding process.

What is the DCM Privacy Policy?

For details on privacy, please read our fact sheet.

What are the camera requirements for DCM?

We require all cameras to be compliant to the OVIV Profile S standard (www.onvif.org). Cameras should be PTZ, outdoor-ready network cameras with built-in IR LEDs and need to be a minimum video quality of 1080p (although we highly recommend 4K), be installed a minimum of 4m above ground level and preferably be 20 degrees to horizontal.

What are the connection requirements/connection speed?

Cameras should be connected to your network via IP. We recommend the network speed run at a minimum upload of 1.5Mbps. Connection to the DCM platform should be via broadband and be a minimum upload speed of 1.5Mbps

How is Data collected and transmitted?

Data is collected from your cameras via live video feed. The data is encrypted and transmitted to the DCM servers where we take a snapshot of the stream to process. Once we have the snapshot, the data is deleted. The snapshots are sent to our analytics engine where we pull insights to your project from each snapshot.

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How is data stored?
Video feeds sent to DCM are not stored outside the buffer we have for video. We process the video stream by extracting snapshots which can be stored for later viewing by a user within the DCM Dashboard. If there are strict privacy requirements, DCM can enact rules to also delete the snapshots once processed.

How can data be removed?
Project owners can request at any time that their data be deleted. Deletion can be based on time, physical camera or even all data.

How does DCM collect information?
DCM collects information directly from the video stream sent to our server.

How/ when does DCM control my camera's?
DCM Software takes control of the PTZ functions of a live camera in order to collect the video feed, however when the camera is moved by a CCTV user, DCM relinquishes control back to the CCTV software.

How can I prevent DCM from controlling my camera when I need to use it?
DCM shares control with the existing CCTV system with the CCTV system having right of way.

Can I setup camera exclusion zones?
Exclusion zones are set up on the physical camera. Any exclusion zone configured into the camera will also be recognised as an exclusion by the DCM software. The DCM software will prevent the camera moving into/through the exclusion zone. DCM will also honour any privacy masks implemented via the CCTV system.

What is the optimum height for the camera to work with DCM?
The optimum height for a camera is 4M from ground level. We recommend the camera is aimed toward the crowd and captures as much areas as possible.

How do I calibrate my cameras?
Calibrating a camera involves defining the limits of what a camera can view, pinpointing its exact location on a map and setting its ability to recognise faces. For detailed instructions, please download our "DCM Calibration" document.

How do I access the DCM dashboard?
The DCM Dashboard can be accessed via your web browser using a login and password. Access details are provided upon sign up.

What is the expected Data delay / latency?
The DCM platform has been engineered to scale in order to analyse thousands of camera feeds per second. We do not expect any latency to be visible to the user. DCM constantly monitors the responsiveness of our platform and will make any adjustments necessary to ensure real-time processing occurs.

How many users can I have?
The number of users is dependent upon your plan with a starting point of 5 users.

Where can I find a list of the features?
DCM is constantly evolving and improving. Information on features can be found on our website at www.dynamiccrowdmeasurment.com/features or in our factsheet on DCM dashboard features.

Can I use DCM on a phone or tablet?
The DCM Dashboard is responsive and can be viewed on a phone or tablet. The best viewing experience is provided on a tablet or computer screen.

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Can I have a free demonstration

Yes! Please contact us directly for a demonstration www.dynamiccrowdmanagement.com/contact.

Is Training provided?

Our customer success and support team will ensure you are provided with the knowledge and information to get the most out of using the DCM software.

Is there a Knowledgebase?

Yes! The DCM Knowledgebase may be accessed using the following URL: www.dynamiccrowdmeasurement.com/contact.

Can DCM be used by a non-technical person?

DCM is designed to provide insights on crowd behaviour. Once configured, DCM can be monitored by any level of user.

How long are data subjects assessed?

Data subjects are assessed for a maximum of 10 seconds.

What encryption method is used?

Data encryption at transit and rest locations is as follows;

1. Raw data in transit from the Delta portal to the DCM VPN. DCM's VPN uses TLS/SSL to encrypt data being transferred
2. Still frames data in transit through the VPN until it is secure within the DCM software. Data is encrypted using TLS/SSL whilst in transit through the VPN until it is secure within the DCM private environment on the AWS platform
3. Still frames data and Analytical Data within the DCM environment. Once Data is secured within the DCM private environment on the AWS platform it is no longer encrypted.

Contact Us

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