

# Bid review hub for quick auction dispute resolution

## Client

British Car Auctions (BCA) is the UK and Europe's largest vehicle remarketing company, selling over 600,000 vehicles annually in the UK through a network of 24 regional auction sites.

BCA delivers a number of of vehicle inspection, preparation, refurbishment, valeting and logistics services and works for a wide range of vendors including fleet operators, finance companies, dealer groups and manufacturers.

Paul Hargrave is BCA's group security manager, responsible for all aspects of group security including vehicle stock, property, staff and investigations. He has developed an excellent relationship with integrated security specialist, iP24 which provides BCA with systems including high definition CCTV across many sites, its innovative RemServ remote CCTV diagnostic solution, and now a dedicated auction house bid review management system.



This system is being introduced into all new and existing BCA sites, including its most recent 20 acre multi-channel remarketing and logistics facility at Perry Barr, Birmingham where its three brand new auction halls each have three dedicated bid review cameras installed.

## Challenge

With thousands of vehicles passing through its auction halls each week, a significant proportion of all transactions are inevitably subject to some post-sale disputes. Whether it's a one-off misunderstanding over the validity or value of the recorded bid, or, as is often the case, a repeat offender trying to undermine legitimate vehicle sales, unless there is concrete CCTV evidence, it becomes BCA's word against that of the customer and the dispute is difficult to resolve.

- **Standardises bid review process across BCA estate**
- **Searches and reviews events by ANPR**
- **Full case tracking audit centrally logged**
- **Fast identification and retrieval of key images**
- **Stores review case footage indefinitely**
- **Identifies repeat offenders**

## iP24 Solution

iP24's effective bid review management system, based on high definition CCTV images, helps eliminate such discrepancies by electronically capturing the bid process for every single vehicle. Linked to an ANPR system, the cameras installed within an auction hall record every moment of a vehicle transaction.

Whenever a customer subsequently disputes a bid, numberplate recognition quickly retrieves the relevant video footage which is then sent for the customer to electronically review up to three separate times.

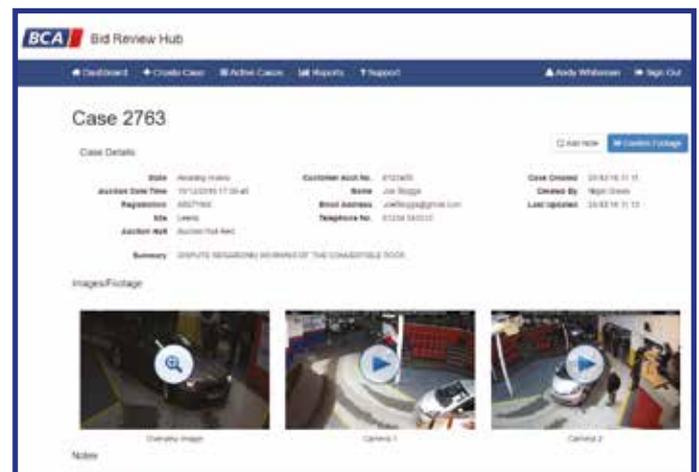
## Comment

Having previously served for 29 years in the Midlands Police Regional Crime Squad, and serious and organised crime and counter terrorism with the Metropolitan Police, Paul Hargrave is fastidious about auction house security and determined to eliminate the fraudulent 'false bids' that can cost his business thousands.



"False bids are a major curse of the vehicle remarketing business. Every time a sale falls through it costs us hundreds of pounds to re-auction that vehicle, it undermines our relationship with the vendor and it carries the additional risk that the original sale price may not be met."

"If, of course, there has been a genuine misunderstanding over a customer bid then the video footage can also help vindicate that customer's complaint. However, experience suggests the majority of disputes do tend to involve malicious false bids from repeat offenders and, as a result, investment in iP24's latest bid review system has already ensured substantial savings," said Hargrave.



**False bids are a major curse of the vehicle remarketing business.**



# BCA opts for advanced CCTV maintenance support

British Car Auctions (BCA), has selected iP24's innovative Remserv remote CCTV diagnostic solution for use across its network of UK sites.



BCA is Europe's largest vehicle remarketing company and sells over 600,000 vehicles in the UK annually, delivering a wide range of services to buyers and sellers of used vehicles. BNCA's network includes 19 UK remarketing centres - including

*“Remserv automatically monitors the operation and maintenance status of remote CCTV systems every hour of every day”*

Blackbushe in Surrey, which is the largest vehicle remarketing centre in Europe - plus a further 26 Mainland European facilities.

Securing these sites whilst protecting vehicle stock and the safety of the public on sale days is a critical task. Paul Hargrave is BCA's Group Security Manager, who previously served for 29 years in the Midlands Police Regional Crime Squad, serious & organized crime, and latterly, Counter Terrorism with the Metropolitan Police.

Joining BCA in 2012, Paul is responsible for all aspects of Group security covering vehicle stock, property, staff and investigations. “As BCA is a remarketing company, the vehicle stock we sell belongs not to us, but to third parties - so any losses or damage to this stock impacts BCA's own bottom line,” explains Paul. “The deployment of CCTV across BCA sites has proven an effective tool in the fight against theft and spurious vehicle damage claims, as well as helping with health and safety issues.”

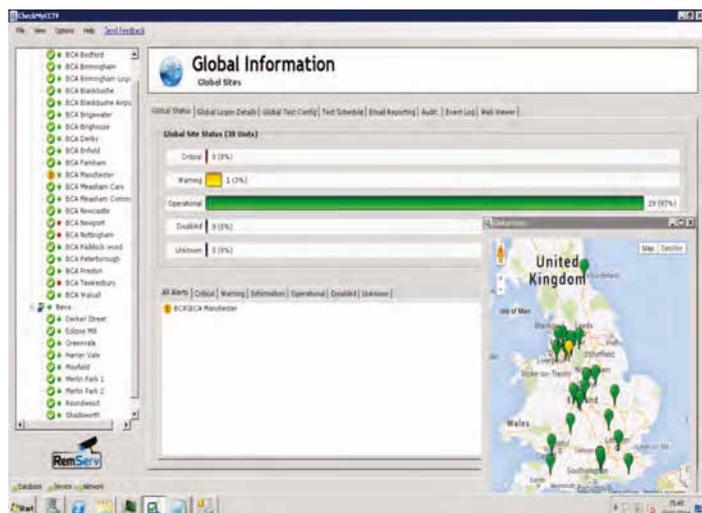


“The reliable 24-hour operation of each CCTV system is of paramount importance to BCA. However, with separate CCTV systems across our 19 location remarketing network, effective management of maintenance can be time

consuming for our managers, and a distraction from running their sites. With this problem in mind, we arranged to speak to several companies regarding their maintenance and service offerings.”

### Not all maintenance packages are the same

“To meet our needs, iP24 proposed the supply of the advanced Remserv remote diagnostic tool that provides a myriad of remote diagnostics functionality - effectively monitoring each of the individual sites’ CCTV systems, 24-hours a day, seven days a week.”



Graeme Oliver, Director of iP24 explains: “Remserv automatically monitors the operation and maintenance status of remote CCTV systems every hour of every day, highlighting faults or tampering, whenever they occur. It offers a Win-Win scenario to support our customers’ needs for perfectly performing CCTV systems. In turn, we supply them with peace-of-mind, knowing that we are not only constantly monitoring all aspects of their CCTV functionality, but from a service point of view, we are reducing the level of customer management required to secure 100% optimum systems performance. This frees Paul to concentrate on the many other aspects of his Security Manager role.”

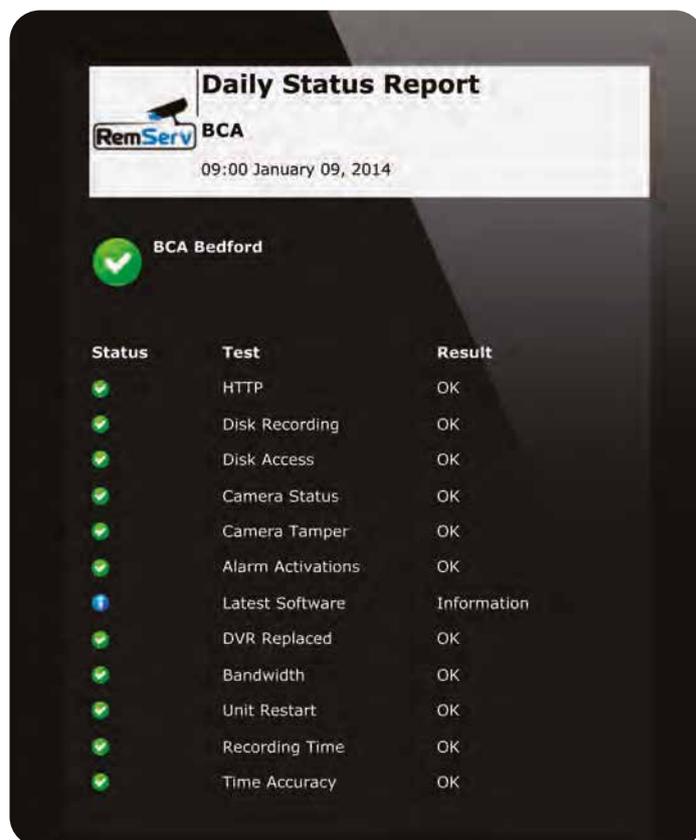
“At the outset of our partnership, iP24 also acted as technology consultants,” says Paul. “They advised us on specification and installed key upgrades at selected sites, in order to bring them up to a standard from which we could benefit for many years.

### Like ordinary CCTV - only better

iP24’s Remserv generates a daily status report for the system at each of BCA’s sites - this is emailed to Paul and iP24. This means Paul can check the status of each site and made aware of any equipment or

*“Remserve offers a Win-Win scenario to support our customers’ needs for perfectly performing CCTV systems”*

performance issues before the performance of the system is affected. If an item of equipment fails, an instant email alert is generated. The report detail allows the remote diagnosis of the issue by iP24, and a ‘first time fix’ of the problem when their technicians are dispatched to site the same day, with a replacement component.



Individual BCA managers also receive their own copy of all reports relevant to their specific site, in addition to live reporting via their tablets or PCs. As an additional management aid, Paul can also access an ‘exceptions’ report, which details only issues requiring attention - minimising the time he is required to spend sifting through a general status report; ensuring him that the BCA systems are all functioning to their optimum performance each day.

Paul adds: “Tailored specifically for us, the iP24 maintenance schedule is very robust and details an

effective preventative maintenance strategy, with items such as cleaning camera domes, checking equipment batteries, sensor operation, camera pre-sets, and training on CCTV operation for any new staff.

### Peace-of-mind

“A highly-effective management tool, the Remserv solution allows me to log-in to my daily reports on my iPad wherever I am. It permits measurement of iP24’s maintenance and service activity via an audit trail of reporting, and clearly shows their response time to fix any issues. It also assures me that our systems are operating effectively; securing our properties and any downtime due to component failure will be minimal.

“We can even drill down into the Remserv reports to find out exactly when an issue occurred, helping us to identify even the trickiest of equipment faults; like intermittent power supplies, or when hard drives begin deteriorating, etc.”

iP24’s Remserv offering is not only protecting the investment already made by BCA in their CCTV infrastructure, it guarantees maximum return on this by ensuring the systems are always working to their maximum potential - and all with minimal intervention by the BCA security and management team.



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## BCA trusts advanced CCTV maintenance support to iP24

*“iP24’s RemServ system also protects the investment already made by BCA in our CCTV infrastructure.”*

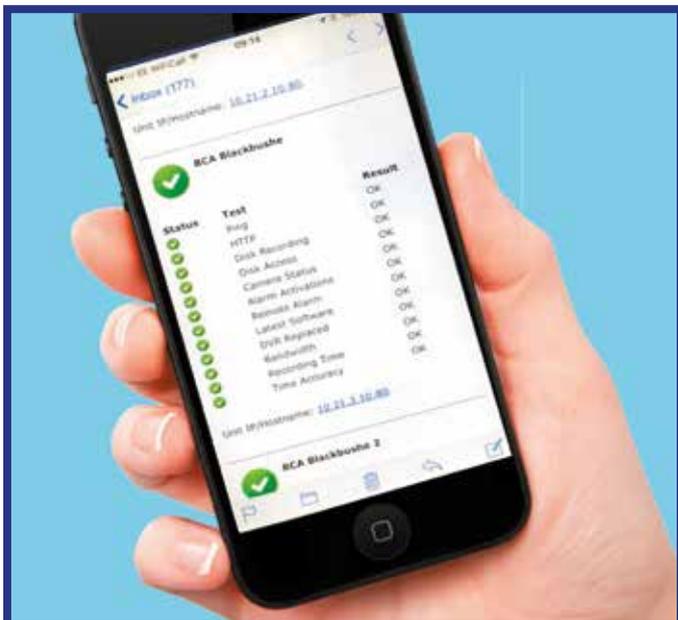
### British Car Auctions (BCA)

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Paul Hargrave is BCA’s group security manager, responsible for all aspects of group security including vehicle stock, property, staff and investigations.

### The Challenge

Because the BCA sites house thousands of vehicles at various stages in the remarketing process, and because this vehicle stock belongs not to BCA but to third party vendors, any losses or damage to vehicles impacts directly on BCA’s bottom line. The deployment of sophisticated CCTV systems across all sites has proved an effective tool in the fight against theft, vandalism and spurious vehicle damage claims.



### iP24’s Solution

Already working closely with BCA on many CCTV installations, iP24’s managing director Graeme Oliver proposed his company’s RemServ remote diagnostic tool to effectively monitor equipment at each of BCA’s 24 auction sites, as well as two separate administration facilities. RemServ automatically monitors the operation and maintenance status of all remote systems, every hour of the day, and pro-actively undertakes critical checks on every aspect of a network infrastructure and connections, highlighting faults or tampering wherever they occur.

**Paul Hargrave comments:**

"With various separate CCTV systems across our 26 sites, effective maintenance management can be time consuming. However, the RemServ solution provides me and my operations team with complete visibility of security across our entire network and peace of mind that all our systems are operating effectively. I can be reassured that any downtime due to component failure will be minimised, freeing me to concentrate on the many other aspects of security within my manager's role."



***"RemServ automatically monitors the operation and maintenance status of all remote systems, every hour of the day"***

"As well as helping to protect the thousands of vehicles that pass through our sites each week, iP24's RemServ system also protects the investment already made by BCA in our CCTV infrastructure."

Hargrave also appreciates the excellent service he receives from iP24: "In the highly competitive security industry, I inevitably get approached daily with offers from other security companies. However, I have regular, personal contact with Graeme Oliver and his technical team and the first class support and advice they offer me and my managers is second to none."



***"This system is being introduced into all new and existing BCA sites, including its most recent 20 acre multi-channel remarketing and logistics facility at Perry Barr, Birmingham"***

