

Scaling Cloud Video Surveillance Across Retail Stores in Japan

Overview

A leading Japan-based retail organization in the luxury goods reuse and asset management sector needed to modernize video surveillance across its expanding store network. As the organization continued to grow across Japan, it required a more scalable and standardized approach to surveillance management.

The existing environment relied on local video recorders installed at individual store locations, with remote access enabled through a VPN network. As the number of locations increased, this model became more difficult to manage consistently and efficiently.

Black Box worked closely with the customer and the solution manufacturer to identify, customise, deploy, and support a cloud-based video surveillance platform across the organization's nationwide retail network in Japan.

Challenges

Rapid business growth and store expansion created challenges in maintaining consistent surveillance operations across a distributed retail environment. The organization needed greater operational visibility, centralized management, and a scalable platform capable of supporting future expansion.

The existing on-premises surveillance environment depended on local video recorders at individual stores. Remote access was available through VPN connectivity, but this model increased management complexity as the retail footprint expanded.

The deployment also needed to be executed across many active retail locations, each with unique operational and technical requirements. Black Box had to maintain consistent quality, project governance, and deployment schedules while minimizing disruption in the store operations.

AT A GLANCE

CHALLENGES

- Rapid expansion complicated surveillance management
- On-prem recorders limited multi-site scalability
- Remote access relied on VPN-connected local systems
- Nationwide security consistency became hard to maintain

SOLUTIONS

- Designed and deployed a cloud video surveillance platform
- Implemented Aruba Cloud and AXIS cameras across stores
- Customized the platform with the manufacturer
- Led deployment, governance, and managed services

RESULTS

- Deployed nationwide cloud surveillance across Japan
- Supported 150+ locations and approximately 700 cameras
- Centralized access improved visibility across stores
- Expanded into on-going managed services and support

BENEFITS

- Simplified surveillance management across the network
- Improved visibility into store security and operations
- Scalable platform supports continued business growth
- Managed services strengthen long-term operational continuity



Solutions

Black Box designed and delivered a cloud-based video surveillance platform aligned with the customer's operational, scalability, and business continuity requirements. Built on Aruba Cloud and AXIS network cameras, the solution created a standardized surveillance framework that could be deployed consistently across the customer's nationwide retail network.

A structured delivery methodology guided the engagement from discovery and assessment through solution selection, customization, implementation, testing, go-live, and on-going support. Black Box coordinated directly with the customer, the manufacturer, and deployment partners to align technical requirements, manage rollout schedules, uphold project governance, and ensure consistent execution across multiple active retail locations.

To support long-term adoption, Black Box also established an ongoing managed services model. This provided continued operational support, helped sustain platform performance, and created a scalable foundation for future service expansion.

Results

The engagement delivered a standardized cloud surveillance platform across a nationwide retail environment in Japan. More than 150 locations and approximately 700 cameras were brought under a centralized platform, improving visibility and simplifying management across distributed operations.

The cloud-based model enabled authorized users to access surveillance data more efficiently, reducing dependence on site-level systems and VPN-based access. Black Box's continued managed services support helped sustain platform performance, customer satisfaction, and long-term adoption.

The project evolved from a one-time deployment into a strategic, multi-year engagement, creating a recurring managed services model and a scalable foundation for future expansion.

Why Black Box?

This engagement demonstrates Black Box's ability to deliver large-scale physical security infrastructure projects across complex, distributed retail environments in Japan. By combining consultative solution selection, manufacturer collaboration, nationwide deployment capability, project governance, and ongoing managed services, Black Box helped the customer standardize surveillance operations and support long-term growth.