

“Detecting smugglers and maximising revenues”

Jordanian Customs Service

Client: Jordanian Customs

Client Since: 1999

Scope: Creation of a border crossing surveillance scheme to support the Jordanian Customs service

Client goals

- To collect import duties on behalf of the Government and to deter and detain smugglers.
- To develop a centrally managed system with connections to all border crossing locations for video surveillance and communications.

Key notes

The implementation of the system has been conducted over a number of phases, resulting in a complete border crossing surveillance system.

The approach taken has been to deploy complex yet rugged equipment while retaining a simple, sophisticated user interface.

The system allows local customs personnel to manage and monitor the crossing points in their control. Local customs officials are supported by staff at central office in Amman who have the ability to view any camera on the system.

The Director General of the Customs uses the system on a daily basis. He has a terminal at his desk that he can use to monitor activity; he has the additional functionality of video conferencing, allowing him to connect for virtual meetings with any of his remote staff at the touch of a button.

Each phase of the project has been repaid many times over through the collection of duties that would otherwise have been avoided.



“Quadrant demonstrated the technological capability and the local knowledge required for the project.”





Scope of supplied services

- Consultancy
- Feasibility study
- Project design
- Project management
- Procurement management
- Technology integration
- Software development
- Installation and supervision
- Commissioning
- Service and maintenance
- Training

Scope of supplied technology

- Access control
- ANPR
- CCTV cameras
- Communications – copper/fibre/IP/wireless
- Control room systems and furniture
- Digital recording
- Digital storage
- Intercom and PA
- Intruder alarms and monitoring
- Perimeter intrusion detection
- Personal attack

Related technologies and services:

- Barriers/Blockers/Turnstiles
- Security lighting
- Fencing
- Civil Works

Ongoing results

The surveillance system has been key to ensuring that the Customs Service remains in a strong position to combat duty avoidance and smuggling.

