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NEC NeoFace® Thermal

Thermal screening solution delivering fast & accurate matching
of faces for analysis, identification & contact tracing
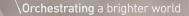
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NEC NeoFace® Thermal

Contactless, autonomous, hygienic and safe.

We're living in extraordinary times. The COVID pandemic has changed the way we live. As a community, we've taken drastic steps to stop the spread of infection and to keep our workplace and public venues safe.

To limit the spread of this highly contagious virus, State Governments announced social distancing requirements, stringent cleaning protocols and capacity limitations as part of the roadmap to recovery. Even with these measures in place, many organisations are recognising that technology will also play a critical role to help identify individuals who may have the virus even before that person enters the premises.

Thermal imaging camera systems can play a pivotal role by helping to pro-actively detect an elevated temperature in visitors or employees prior to gaining entry.

Installing thermal imaging cameras to detect elevated body temperature will soon become the new normal as more and more companies migrate back to the workplace. Businesses should follow best practices with the installation, deployment and management to ensure optimal success.

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Enable systematic detection of elevated body temperatures

NEC NeoFace® Thermal efficiently screens individuals passing through high traffic areas such as airports, hospitals, clinics, office buildings, cruise ships, entertainment venues, and any large public area subject to gatherings.

Thermal imaging enables systematic detection of elevated body temperatures at key areas of the face to determine if a subject's body temperature is above the configured threshold. Combined with NEC's industry-leading, highly accurate NeoFace® Face Recognition technology, NeoFace® Thermal can deliver fast and accurate matching of faces for analysis, identification and contact tracing.

The solution leverages a range of thermographic cameras*, incorporating both optical and thermal image sensors, alongside a comprehensive monitoring and alerting interface. NEC NeoFace® technology is used to analyse, visualise and display faces on the move, in real-time, from a safe distance. In the event of an elevated body temperature detection, alerts are triggered enabling events to be monitored and managed in an effective and timely manner.

* NEC NeoFace® Thermal should not be solely used to diagnose or exclude a diagnosis of COVID-19 or any other disease. As recommended by the Therapeutic Goods Administration (TGA), elevated body temperature should be confirmed with secondary evaluation methods such as a TGA approved, medical grade thermometer.

Common Challenges

- Reopening venues safely in the wake of COVID-19
- Identifying elevated temperatures in high throughput areas
- Detecting unwell individuals before they enter venues
- Quickly and accurately identifying and validating individuals
- Streamline contact tracing process and achieve compliance

NEC NeoFace® Thermal Features & Benefits

Improved Safety

The solution screens staff, customers and visitors for signs of elevated body temperature from a safe distance. This reduces close contact and helps to protect staff and the general public. It also assists to form a COVID-safe plan to meet compliance obligations.

High Accuracy and Performance

NEC NeoFace® algorithms are independently tested by the U.S. National Institute of Standards and Technology (NIST) and are proven to be the fastest and most accurate in the world. The thermal camera combined with the black-body radiator offers highly accurate body temperature measurement from a safe distance.

Leverage Expertise

No need to employ expensive FTEs or invest in significant training. Leverage NEC's experienced and certified subject matter experts, including Biometrics Engineers to provide the most up-to-date technology and knowledge to deploy an effective solution.

Increased Efficiency

Streamline contact tracing, increase traffic throughput and increase your ability to manage risks. Conventional hand-held methods aren't effective in high traffic areas and deploying multiple operators to handle such traffic often isn't financially viable.

In partnership with your key stakeholders, NEC undertakes a service discovery inclusive of a site survey to understand your business strategies, capabilities and the environment. We will develop a comprehensive service design and transition plan to ensure that all your objectives are met.

NEC can work with you to deliver a traditional service offering that conforms with industry best practices right through to delivering a modern evergreen solution. We offer a 3-tiered support model to suit any organisation size or budget.

NEC NeoFace® Thermal caters to a wide range of architectural configurations to suit local deployment conditions and requirements.

NEC NeoFace® Thermal uses common off-the-shelf hardware, including thermal cameras, networks, servers and where possible, existing infrastructure.

NEC NeoFace® Thermal can deliver fast and accurate matching of faces for analysis, identification and contact tracing.

Service Insight & Transition

Flexible Support Model

Highly Scalable

Easy Implementation

NEC NeoFace® Thermal Service Packages

NEC NeoFace® Thermal has three service packages available - Essential, Standard and Premium. The three packages have different functions available for each service and the number of functions offered increases from Essential through to Premium. The offerings have been tiered to provide packages that can fulfil your organisations requirements and / or budget.

NEC NeoFace® Thermal Service Package Summary

	Essential	Standard	Premium
Pricing unit	Per camera device / Per end-point compute		
Incident management support hours	8:30-17:00 [1] Mon-Fri	8:30-17:00 [2] Mon-Fri	24x7x365 [3] Inc. Public Holidays
Service desk access	-	8:30-17:00 Mon-Fri	24x7x365 Inc. Public Holidays
Service assistance portal	✓	✓	✓
Remote support	✓	✓	✓
Service delivery manager	-	✓	✓
Service level reports	-	✓	✓
Problem management	-	-	✓
Major incident management	-	-	✓
Software assurance	✓	✓	✓

NEC NeoFace® Thermal Service Package Summary

	Essential	Standard	Premium
Main Service Offer			
NeoFace® Thermal software Core face recognition and thermal screening engine deployed on the end user compute device.	✓	✓	✓
NEC NeoFace® Watch software Face recognition and elevated body temperature alerting, notification, archiving and reporting component	✓	✓	✓
Hardware and support services Face recognition and thermal screening compute, thermal cameras, hardware maintenance and support services.	✓	✓	✓
Reviews and Checks			
Best practice reviews Configuration reviews against vendor best practices and implementation of approved changes.	✓	✓	✓
Health checks Review of configuration to ensure device is performing to expectations with sufficient resources.		✓	✓
Monthly optimisation Monthly review of managed device configurations with optimisation and removal of unnecessary configurations.			✓

Add-ons Options [4]

On-site support   **Request fulfilment**   **Remote availability monitoring**   **Remote performance monitoring**

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1. Essential: Multiple time zones in Australia supported for each camera and end-point compute, does not include Public Holidays. Provides coverage for Priority 1 - 4 incidents across indicated support hours.

2. Standard: Multiple time zones in Australia supported for each camera and end-point compute, does not include Public Holidays. Provides coverage for Priority 1 - 4 incidents across indicated support hours.

3. Premium: Multiple time zones in Australia supported for each camera and end-point compute. Premium support provides coverage for Priority 1 and 2 incidents 24x7x365 (including Public Holidays), and Priority 3-4 incidents Mon-Fri, 08:30 - 17:00.

4. Add-on options are priced on request.

Use Cases

NEC NeoFace® Thermal can benefit businesses across various industries including the examples below and more

Immigration
Elevated body temperature checks for international arrival passengers as they pass through customs and border security checkpoints.

Aviation
Quickly and accurately identify and analyse passengers as they're checking-in, along with pilots, cabin crew and other staff.

Transport
Monitor numerous terminals and stations for passengers with an elevated body temperature using public transport and provide high-fidelity contact tracing.

Entertainment & Venues
Non-contact screening of patrons at the high-traffic points of entry for licensed entertainment venues and complexes, satisfying regulatory compliance.

Stadiums
Detect patrons with an elevated body temperature, or those that may be a person of interest, as they're walking through gates or turnstiles to enter the stadium.

Retail
Safely screen staff and customers as they enter shopping centres and/or individual stores. Providing alerting and contact tracing to centre management.

Law Enforcement
Passive screening of personnel and visitors at a precinct, saving time and effort with the minimal training required. Portability options for rapid deployment operations.

Building Management
Screen employees and visitors for signs of elevated body temperature, enhancing existing access control systems and COVID-safe compliance obligations.

Aged Care
Quickly respond to changing COVID regulations and compliance with effective elevated body temperature monitoring of staff, residents and visitors. Providing detailed contact tracing and reporting capabilities.

Healthcare
Manage access and screen healthcare professionals and staff entering public or secured access areas, as well as patients and visitors at the facility. Agile support for testing locations and facilities.

Providing local support to Australian organisations for over 50 years

Why NEC?

For over 30 years, NEC has excelled in the delivery of fully integrated, high-availability multi-model biometrics identification system solutions for law enforcement, public safety agencies and private enterprises.

NEC are constantly developing new ways to apply this technology and we collaborate with our customers to generate innovative ideas. Our R&D team fine-tune the technology to help customers achieve their business objectives in the most efficient and cost-effective way.

- ☑ Ranked #1 in 5 consecutive face recognition annual benchmark tests conducted by the National Institute of Standards and Technology (NIST)

- ☑ Deployed over 1,000 biometric authentication technology solutions in more than 70 countries

- ☑ Over 1,500 dedicated employees with offices in most Australian capital cities.

- ☑ NEC Corporation was named the 2019 Frost & Sullivan Asia Pacific Biometrics Company of the Year.

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For more information:

Corporate Headquarters (Japan)	**Australia**	**North America (USA)**	**Asia Pacific (AP)**	**Europe (EMEA)**
NEC Corporation	NEC Australia Pty Ltd	NEC Corporation of America	NEC Asia Pacific	NEC Enterprise Solutions
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