

Case study

A simpler approach to municipal public safety



ERICSSON

Image courtesy of Getty Images

How the Village of Bronxville keeps cameras connected, costs predictable, and IT teams in control

Customer:
Village of Bronxville

Industry:
Public sector

Use case:
Remote monitoring and surveillance

Success story highlights

Challenge — The Village of Bronxville operates a public safety surveillance network across a dense, one-square-mile municipality. Many cameras are installed in locations without wired access, making reliable connectivity difficult. The village needed secure, always-on internet with automatic failover, centralized visibility into cellular usage, and minimal IT overhead to prevent outages, lost footage, and unexpected costs.

Solution — The Village of Bronxville deployed Ericsson Cradlepoint routers as IoT gateways with embedded cellular connectivity at each camera site. Cameras connect via wired or cellular WANs with centralized configuration and monitoring through Ericsson NetCloud Manager, enabling a unified, remotely managed surveillance connectivity architecture.

Benefits — Bronxville simplified IT operations by enabling fast, low-touch deployment and centralized management of its surveillance network. Always-on connectivity ensures cameras remain operational around the clock, supporting reliable policing and public safety without blind spots. By avoiding fiber builds, reducing on-site maintenance, and maintaining visibility into data usage, the village lowered costs while keeping spending predictable and scalable.

“We were able to install a large number of cameras in a short period of time with minimal startup costs. Thanks to the Ericsson Cradlepoint secure LTE connection, we eliminated the need for costly and time-consuming construction to run a fiber wire through the ground to each proposed location.”

Julie Cagliostro, Bronxville Manager of Information Systems

Background and challenges

The Village of Bronxville is a one-square-mile municipality located 15 miles north of Manhattan in New York. Its municipal network supports public safety, transportation, sanitation, judicial services, and other essential operations across 35 locations and more than 100 connected devices. As part of its public safety strategy, Bronxville relies on surveillance cameras mounted on streetlight poles throughout the village, including areas surrounding a hospital, train station, and two colleges.

These cameras play a critical role in day-to-day policing, supporting criminal investigations through vehicle identification and acting as a visible deterrent to crime. To be effective, the cameras must maintain a secure, uninterrupted internet connection at all times.

Delivering reliable connectivity, however, was a significant challenge. Many cameras were installed in locations without access to wired infrastructure, making consistent uptime difficult. Any network outage risked lost footage and reduced situational awareness for the police department. To address this, Bronxville needed a flexible connectivity approach that could operate in both wired and unwired environments and automatically fail over in the event of an outage.

In addition to uptime concerns, the village required centralized visibility into network performance and cellular data usage to control costs and avoid overages. All of this had to be achieved without adding IT complexity or requiring frequent on-site maintenance, stretching the capabilities of traditional networking approaches for a small municipal IT team.



Image courtesy of Getty Images

Solution

To support its surveillance network, the Village of Bronxville deployed Ericsson Cradlepoint routers as IoT gateways with embedded cellular connectivity at each camera location. These cellular routers provide primary or supplemental connectivity depending on site conditions and support both wired and cellular WAN connections within a single network enclosure.

The village also deployed NetCloud Manager, Ericsson's cloud-based management platform, to centrally configure, monitor, and manage all deployed gateways and their cellular connections. This architecture allows Bronxville to connect distributed surveillance cameras through a combination of wired and cellular links, managed remotely through a single interface.

Outcomes

Improved IT manageability with minimal overhead

Bronxville simplified how it deploys and manages connectivity across dozens of distributed camera locations. New sites can be brought online quickly without on-site configuration, reducing setup time and eliminating the need for frequent truck rolls. NetCloud's centralized, cloud-based visibility into network and data usage allows the IT team to manage connections, policies, and growth from a single interface, making the surveillance network easier to scale as needs evolve.

"The time to implement the solution is the same as the time it takes to dream it. I receive the completely configured box with the SIM card, put it on the pole, and add power," said Cagliostro.

Reliable, always-on surveillance for public safety

The village ensured its surveillance cameras remain connected around the clock, even in locations without wired infrastructure. Continuous connectivity means officers can rely on live and recorded footage when it matters most, without worrying about outages, blind spots, or missed incidents. Built-in resilience keeps cameras operational and available as a dependable tool for investigations and crime deterrence.

"When you're implementing a public safety system and the local police department is going to become reliant upon the visuals of your surveillance cameras as part of its enforcement solution, you have to be sure the cameras are fault tolerant," said Cagliostro.

Lower costs and predictable spending

By avoiding costly fiber builds and reducing the need for manual monitoring or on-site maintenance, Bronxville significantly lowered the cost of deploying and operating its surveillance network. Centralized data plan oversight helps prevent overages and unexpected charges, allowing the village to control spending while maintaining consistent coverage, delivering public safety improvements without expanding budgets or staffing.

Learn more about enterprise wireless solutions



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