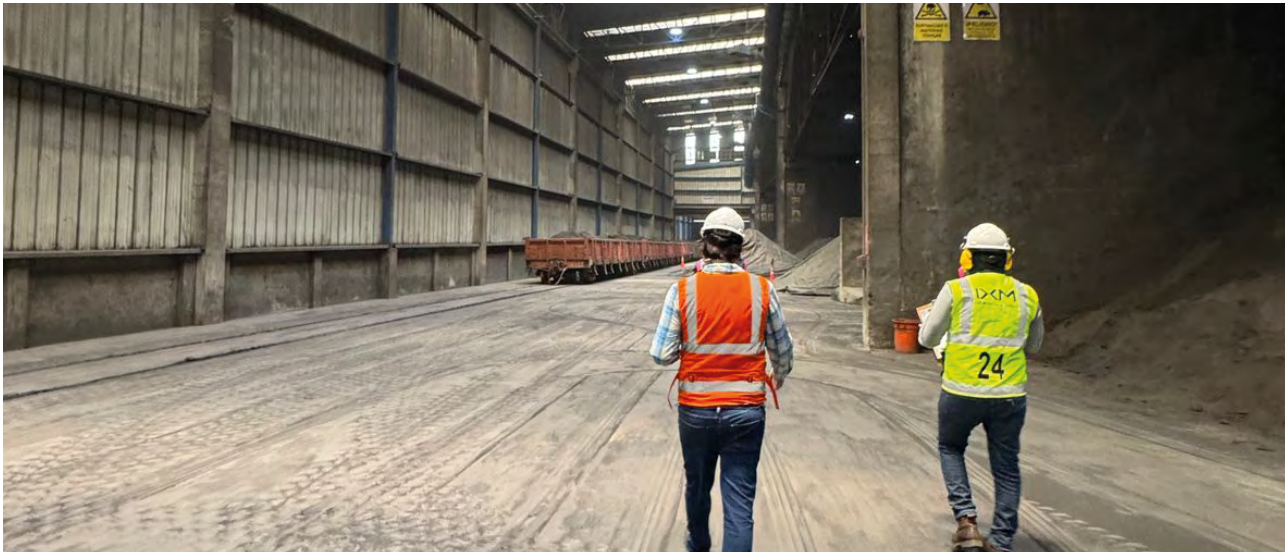


IXM Peru, Logistics Case Story

IXM Peru strengthens mineral security with Milestone's scalable video technology



From downtime to 24/7 oversight, Milestone's open platform VMS delivers the performance, reliability, and future-ready capabilities IXM needs to meet international security demands.

IXM Peru, part of the global CMOC Group, operates a high-security mineral storage hub in Callao, Peru, a vital transit point where valuable exports are stored for days or weeks before international shipment. As the site scaled operations to serve major mining clients, it needed video technology that could keep up with the pace and pressure of continuous oversight.

As operations expanded to serve a growing list of major mining clients, IXM Peru quickly outgrew its existing video infrastructure. The company needed a modern solution that could scale with its camera network, ensure uninterrupted recording, and unify multiple camera brands into a single, dependable system. Most importantly, it had to guarantee 24/7 uptime to track mineral movements from arrival to export, upholding the strict security standards expected by international partners.



Customer
IXM Peru



Milestone products
XProtect Professional Plus
Husky NVR servers



Integrations
Axis Communications
cameras



Location
Callao, Peru



Cameras count
60 video cameras



Partner
FORTREX SAC

Challenge: Overcoming system limitations

IXM Peru's existing video monitoring system struggled with increasing demands as the facility expanded its camera network. Recording gaps of up to 90 minutes left blind spots in security coverage, which is an unacceptable risk when dealing with high-value mineral exports. Storage limitations led to lost recordings, with some cameras requiring nine months of archival footage. When clients requested video verification of vehicle movements or mineral handling, the team often couldn't provide evidence, potentially damaging business relationships and transparency.



Solution: Open platform VMS brings stability and scalability

IXM Peru upgraded to Milestone [XProtect Professional Plus](#) running on dedicated [Husky NVR](#), servers, bringing together their mix of cameras, including 60 [Axis Communications](#) cameras into a unified system. FORTREX SAC, a certified Milestone partner, configured the system with tailored storage durations and established a backup infrastructure at IXM's San Isidro, Peru office. The solution leveraged Milestone's open platform architecture to ensure seamless integration of all components while providing capacity for future expansion.

Results: Seamless operations and enhanced security through uninterrupted video monitoring

Since deploying the Milestone solution in late 2024, IXM Peru has eliminated recording failures and system crashes completely. The facility now maintains continuous monitoring of critical areas, providing full traceability of vehicle movements and mineral handling operations. The streamlined migration took just 30 minutes without disrupting operations, a stark contrast to the hours previously lost to system outages. Staff can now focus on security tasks rather than troubleshooting technical issues, while clients receive prompt video verification when requested.

Creating a culture of shared security

At IXM Peru, the upgraded video system does far more than capture video data, it delivers actionable operational intelligence. A 24/7 monitoring center in Argentina, operated by security partner Crome, oversees the facility remotely, generating daily reports on everything from mineral volume levels and access control violations to personal protective equipment (PPE) compliance and safety protocol adherence.

To strengthen this oversight, IXM also introduced its internal “Watch In” program, a team-based approach to process monitoring. Each day, 15 to 18 administrative staff spend a few minutes reviewing relevant video footage. This quick check-in allows employees to identify compliance issues, reinforce best practices, and provide peer feedback.

“If an operator is scheduled to review operations, the person logs in to confirm that procedures were followed correctly,” added Zureta. “It’s a simple way to recognize what’s going well or highlight areas for improvement.”

By pairing professional off-site monitoring with on-the-ground staff participation, IXM has created a multi-layered security framework — one that blends technology, teamwork, and accountability across the entire organization.

“The platform enhances not only asset protection but also the efficiency of our operations. It helps us track logistics flows, verify proper vehicle entry and unloading, and ensure every step of the process is carried out as expected.”

– José Paul Lames Zureta,
Security and Quality Officer at
IXM Peru



Fast, flexible migration sets the stage for future innovation

One of the most impressive aspects of the project was the speed and simplicity of the system migration. Unlike typical upgrades, where camera-by-camera reconfigurations can cause hours of downtime, IXM Peru's transition to the Milestone platform was completed in just 30 minutes. Thanks to Milestone's flexible architecture, critical areas such as laboratories and management offices maintained uninterrupted video access throughout the process.

The upgraded system now supports continuous recording in high-priority zones and motion-triggered capture in less active areas, optimizing both security and storage. Full HD cameras ensure clear, detailed footage, while Milestone's open platform allowed IXM Peru to preserve their existing camera investments while modernizing their core infrastructure.

With this stable foundation in place, the team is already looking ahead. The next implementation phase will bring AI-powered analytics to enhance proactive incident detection.

"The Milestone platform plays a key role in prevention," adds Zureta. "We're preparing the system to detect unauthorized access and risky behavior in sensitive zones. For example, if facial recognition detects more people than authorized in our weighing station, it will immediately send an alert so we can respond in real time."

Cloud readiness is also on the roadmap. IXM Peru already established a remote backup site, and while full cloud adoption remains under discussion due to internal security policies, the team sees clear value in redundancy and remote access capabilities.

"The main challenge was migrating the entire system and transferring data from 60 cameras without affecting the client's operations, and we did it in just half an hour. Milestone's open platform is robust and flexible, allowing for the seamless integration of high-end cameras such as Axis, and ensuring compatibility and efficiency."

– José Luis Rojas Vara, Project Engineer at FORTREX SAC.

The Milestone XProtect open platform video management system currently supports more than 13,000 different security devices from more than 700 of the industry's leading manufacturers. Technology Partners include providers of network video cameras, cloud technologies, access control, alarm and detection systems, video analytics, GPS technology, emergency call boxes, a wide range of sensor edge devices, and much more.

A foundation for growth and confidence

The Milestone system has delivered immediate benefits while providing a foundation for future expansion. With the right infrastructure now in place, IXM Peru can easily add more cameras as needed without worrying about performance issues.

For mineral storage operations where security and operational visibility are paramount, the shift from inconsistent to continuous monitoring makes a substantial difference. By solving these fundamental challenges, IXM Peru has strengthened their security posture and built stronger client relationships through improved transparency and accountability.

"The partnership between Milestone, FORTREX SAC, and our team has given us a video security system that truly meets our needs. They turned our unreliable setup into a stable, scalable platform that works around the clock," adds Zureta. "Now we can monitor our facility with complete confidence, and we're set up for the next phase: cloud-enabled infrastructure and AI-powered analytics that will take our operations and security to the next level."





Recognize the challenges?

Do you also need to see what is happening in your areas of responsibility, so you can respond in time?

Get in touch with us at milestonesys.com/book-a-demo/ and let's talk about what type of solution is right for you.

About Milestone Systems

Milestone Systems is a leading provider of data-driven video technology software in and beyond security that helps the world see how to ensure safety, protect assets, and increase business efficiency. Milestone enables an open platform community that drives collaboration and innovation in the development and use of network video technology, with reliable and scalable solutions that are proven in more than 500,000 customer sites worldwide. Founded in 1998, Milestone is a stand-alone company in the Canon Group.

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