

## IP-Surveillance meets flexibility needs of hospitality industry. Axis network cameras provide a safe environment and give patrons peace of mind.



Organization:  
Kewdale Tavern

Location:  
Kewdale, Perth,  
Australia

Industry segment:  
Hotel/Restaurant/  
Tourism

Application:  
Safety, security and  
hotel management

Axis partners:  
Zenien, Milestone

### Mission

To provide adequate security and peace of mind to 500 daily patrons of the new Kewdale Tavern in Perth, Australia.

### Solution

Zenien designed and deployed an IP camera system that can be accessed remotely and by multiple parties, that monitors all public areas of the premises and all areas that hold valuable items.

### Result

In the six months since the system was installed, anti-social behavior has already been noticeably reduced and the footage recorded by the camera has helped secure successful prosecution of an attempted theft from the tavern.

### A new beginning

The new Kewdale Tavern was built with the purpose of providing local workers with a comfortable and refreshing place to have a drink, conduct business or just have a great meal. The owners of the Tavern have a 38-year commitment to businesses within the Kewdale area and are committed to providing the best for their patrons. The Tavern is part of a larger development in the area that also includes a 6,000m<sup>2</sup> office block hotel on the site. With approximately 500 people per day coming through the hotel, the Kewdale Tavern aims to allow people to enjoy the amenities that one would expect to find in a modern suburban hotel without having to leave the area. Offering two bars, a dining room, two alfresco areas and showing major sports events every weekend, the Kewdale Tavern offers the right environment for everyone.

"We really wanted to show the project managers of Kewdale Tavern how a top of the line IP CCTV system, specifically with robust Axis network cameras, stacks up against the analog solutions they have previously used."

Cameron Watts, Zenien Technical Director.

Putting surveillance systems in liquor licensed premises is considered a necessity in recent times in order to protect staff and patrons, comply with Liquor Licensing Act guidelines and provide the visiting public with peace of mind. The best monitoring systems need to be easy to use and designed as an effective solution for business management, as well as providing all necessary security requirements. For the Kewdale Tavern this meant having a surveillance system that users could login to remotely and where their security partners could also be provided access to monitor the premises and respond appropriately to any needs or emergencies.

### IP holds the key to the future

Having been disappointed with analog CCTV installations provided by other suppliers, the project managers of the new re-developed Kewdale Tavern discussed surveillance options with Zenien engineers and consultants. Zenien is contracted to the City of Belmont for their CCTV operations and as such a partnership was developed between the City of Belmont, the Kewdale Tavern and Zenien. Zenien has been using Axis network cameras in various applications for some time. Having chosen Milestone's XProtect® Enterprise 7 to be the video management suite for this project, Axis cameras were chosen for their proven reliability, user interface and backup support. Whilst numerous other options were considered, they all turned back to Axis and the recent addition of full H.264 support clinched the deal.

Zenien, a Milestone Advanced Certified Partner and Axis Partner, used this opportunity to introduce the City of Belmont and the Kewdale Tavern to the advanced features of Milestone's XProtect Enterprise 7.

Zenien designed the system to achieve good coverage throughout the premises, above all the cashier stations and throughout all the public areas where the patrons are, including the dining room and the drive through bottle shop. The IP camera system also monitors the office, above the safe as well as the back-of-house where the inventory is held, so anywhere where there are people or valuable items in the way of cash or stock.

Based on AXIS P3343 and AXIS P3344 Network Cameras, the system is connected via Power over Ethernet with a fiber optic backbone. Zenien utilized Dell servers and storage solutions to run the system and Milestone's XProtect Enterprise 7 as the video management software. The Kewdale Tavern opened on April 7th, 2010, following the camera system's installation at the end of March 2010. "It could not have gone smoother," commented Cameron Watts. "The Axis cameras worked seamlessly with Milestone and the installation was quick, hassle-free and cost-effective. In fact, the installation and configuration was completed in record time."

Zenien setup a remote VPN connection to the servers and much of the configuration and system tweaking was done remotely, further reducing costs and decreasing time required onsite. "The Axis cameras were simple to install. Coupled with Milestone's new administration interface we searched and added 31 cameras in less time than it took to make a coffee. The H.264 support of both Axis cameras and Milestone made bandwidth management and storage easy to plan," Cameron added.

Watts also commented on Milestone's ability to interact with many systems to provide input, alerts and analytics. "Milestone's alerting and interactivity with external systems is market leading. We can interface Milestone and the Axis camera inputs with intruder alarm systems, lighting control systems, building management and any other system that can be turned on or off when something changes. We are keen to apply some of these analytic systems to the new range of megapixel and thermal cameras that Axis has recently released."

The deployment is already proving a success with signage having a positive effect against anti-social behavior, while footage recorded on the system has been used to successfully prosecute a theft from the tavern. Dennis Graesslin, Director of Zenien, commented: "Overall, the Kewdale Tavern project was a complete success. It reinforced Axis Communications and Milestone as Zenien's CCTV options of choice, produced elated clients, will be easily scaled for future requirements and came in well under budget. All in all it is a project that we are proud of."

