

Twin Dolphin Los Cabos enhances perimeter security as park grows.

Thermal cameras and security radars by Axis Communications enhance security solution for Twin Dolphin Los Cabos as the park continues to grow.



Organization:

Twin Dolphin

Location:

Los Cabos, Mexico

Industry segment:

Commercial

Application:

Safety and security

Axis partner:

Milestone Systems

Mission

The benefit and potential of some projects continue to grow more successful over time. Expectations were high when the first Axis cameras were installed in Twin Dolphin, Mexico, a luxury development featuring residential communities, golf clubs, and hotels. The network IP cameras have more than met those original expectations and continue to work perfectly to this day. So when development officials determined that an expansion of the video surveillance system was necessary to provide perimeter protection of a new club being constructed on its premises, they decided that they would turn once again to Axis Communications, a company that had earned their trust and met their technology requirements.

Solution

Perimeter surveillance, both during the day and at night, was the main goal of the security and IT officials. To accomplish this, a combination of pan/tilt/zoom (PTZ) cameras, security radars, thermal cameras, and panoramic cameras offering 180-degree fields of view were installed.

In total, 200 cameras and 20 radars were deployed along with a video management system (VMS) by Milestone Systems, an Axis partner.

Result

As a result of the relationship of trust that has been established, Twin Dolphins has acquired between 20 to 30 cameras per year keeping pace with the development of the project. At each new stage, Axis has adapted the technology solutions to meet the specifications of the job. With the perimeter protection solution in place, the security and IT departments can detect motion and monitor activity around the perimeter of the premises and make qualified decisions on how to handle it. The next phase of expansion includes monitoring the service area.

“The first strength that led us to choose Axis over other brands was the superior quality of its cameras. We have Axis cameras that were installed in 2013 and are still working. Besides that, they are very much at the forefront of technology.”

Jorge Sánchez, IT Director, Twin Dolphin Los Cabos.

Attention to details

Something that was taken into consideration was that the security needs within the hospitality sector vary depending on its location on the premise. While on the one hand, discretion is needed in ensuring the privacy and well-being of the owners within the premises, it is also important to closely monitor the activities of owners, guests, and staff. Overall, the perimeter security required scalable solutions to maintain complete surveillance and enhance the customer experience.

Security radars allow for the detection of movement within a certain coverage area. They also provide an object trajectory for easier tracking especially when combined with the auto tracking function of the PTZ cameras.

Working together, the network cameras and radars help to provide exact positioning, speed, size, and direction of moving objects. Once the radar picks up motion, it triggers an alert and signals the PTZ cameras to track and record the movement. The equipment is also extremely resilient; they are vandal-resistant and can withstand outdoor environments from a low of -40 degrees C to a high of 60 degrees C. These attributes make them ideal for the adverse environmental conditions that are typical of the Twin Dolphin area.

Thermal cameras also play a big role in the solution capturing images based solely on the heat radiated by the person or object. With the ability to identify a potential threat, regardless of whether it is day or night, this technology is used to monitor critical access areas. It ensures greater safety for visitors and protection of the premises by providing a more efficient way to detect the people and vehicles that circulate through the site and identify those that cross the perimeter line.

Jorge Sánchez, IT Director of Twin Dolphin Los Cabos, explains the importance of technological partners providing this level of attention. “Our mission is to create and maintain a cutting-edge, smart technology infrastructure.”

From the time that the first cameras were installed, Twin Dolphin Los Cabos was able to benefit from the convenience of Axis customer service. “I would like to mention the support that Axis Communications offers,” says Sánchez. “I know that if I’m ready to call now, the technician will take my call, I have never had any problem since I have a direct line with Axis, without having to go through the integrator, the channel is always open.”

Management support

For projects such as Twin Dolphin Los Cabos, which offers luxury services to provide specialized experiences for their owners and guests, it is essential to have updated surveillance systems that can ensure the well-being of everyone on premise, while also bolstering the service management functionality.

In fact, the needs of the hospitality sector are constantly evolving. With the update and integration of new quality solutions, the Twin Dolphin IT department, together with Axis consultants continue to explore the scope of Axis’ technological tools.

Next steps include installing cameras in restaurants to assess the sequence of waitstaff service. They have also discovered that, through Axis’ cameras and analytics, it is possible to reinforce sanitation protocols, monitor cleaning, control access without contact, and offer remote Human Resources training.



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