

WestCord Hotel Delft ensures security with Axis cameras. Network cameras provide high-quality video images and motion detection.



Organization:
WestCord Hotel Delft

Location:
Delft, The Netherlands

Industry segment:
Hotels and restaurants

Application:
Hotel security

Axis partner:
Veneco

Mission

The WestCord Hotel in Delft wanted to increase the safety of co-workers and guests by monitoring the area with network cameras. This way, they would be able, now and in the future, to prove or even prevent issues such as theft, break-ins, collisions and other undesirable practices.

Solution

The hotel chose a full scale Axis IP video surveillance solution. Thanks to superior image quality, motion detection, day and night functionality, and extensive possibilities for managing and storing camera images, the hotel can guarantee the desired level of security.

Result

Both management as well as the workers of the WestCord Hotel are enthusiastic about the camera installation. The footage has solved various crimes and the cameras also increase the feeling of security, particularly with the personnel that work night-shifts.

"With the camera installation we want to protect this hotel as well as possible and consequently guarantee the safety of guests and workers. Thanks to the extensive installation, we can accurately monitor the hotel and its surroundings, and subsequently have the evidence to solve problems."

Edo Garretsen, General Manager of WestCord Hotel Delft.

WestCord Hotel Delft (until 2009 Tulip Inn Delft) opened its doors in December 2008. This hotel is situated next to the main branch of IKEA Netherlands and offers many tourists, visitors and businessmen a pleasant and agreeable stay. The hotel has 140 rooms, including 17 studios. The hotel also offers extensive conference facilities thanks to the 9 meeting rooms.

Safety is very important for an open and public space as a hotel. Hotel manager Edo Garretsen endorses that as well. "As a hotel we want the best for our guests and workers. When this hotel was completed in 2008, there were several reasons for the purchase of camera monitoring," continues Garretsen. "Our risk profile is the basis. The location next to the highway, beside a large parking lot and in the vicinity of IKEA makes us a great opportunity for theft and break-ins. First, our camera installation has a preventive effect. Second, we take our responsibility towards our guests and workers very seriously and show that clearly by camera monitoring. Third, we can save a lot on our insurance premiums thanks to the presence of cameras. And finally, we are able to save on personnel costs, because we don't need the permanent presence of a worker where a camera is installed."

Wishes and requirements

To protect the hotel as much as possible and guarantee security, the camera system had to fulfill a number of conditions. Edo Garretsen listed his wishes, "I wanted to be able to continuously look at all entrances and exits, the outside walls, the surrounding area, the lobby and reception, and all high-risk spaces such as the bar and the Atrium, sauna and fitness center. Furthermore, motion detection was very important; I wanted the cameras to record everybody who enters without unnecessary use of storage capacity. Besides that, I also wanted to see what things he or she took out. Finally, I wanted to keep the images secure in conformity with privacy agreements, and share the images quickly with the police as well as be able to simply login from the outside. All this was possible by choosing Axis IP video."

Sharp image day and night

Axis partner Veneco provided the installation and implementation of the camera system. In total, 20 network cameras were installed; eleven AXIS 221 and nine AXIS 211, whereby the AXIS 221 was chosen for its excellent day and night functionality. Even under the worst lighting conditions, there is an excellent image. The AXIS 211 is strong at motion detection. John Houtman, Sales Manager of Veneco, explains why he recommended these types of cameras, "WestCord Hotel Delft had a specific request; clear and sharp images during the day and night and the possibility of motion detection. The practice has shown that these 'extra eyes' are a solution especially in a busy environment. The associated management software from Milestone makes it simple to look back or search for images. WestCord Hotel has now the peace and assurance that the surroundings are on screen."

Evidence

The cameras have been installed inside and outside of the hotel for some time now. Garretsen is enthusiastic, "To me, the cameras have proven their value. The captured images have brought solutions for different thefts as well as collisions at the parking lot. The images said more than a thousand words. Also problems with returning, unwanted visitors were quickly resolved by positioning the camera on their meeting spot."

Garretsen has definite plans to increase the possibilities of his existing installation in the near future. "I want to install HDTV-quality cameras at the entrance to even better recognize faces of people entering or leaving the building. Besides that, I also see possibilities to apply license plate recognition or link the cameras to the barrier." It is through the choice of Axis and Milestone that WestCord Hotel Delft has a future-proof solution.

