

Video surveillance at the Spa of Bad Steben.

Axis network cameras help to create a safe swimming complex.



Organization:

Spa of Bad Steben

Location:

Bad Steben, Germany

Industry segment:

Tourism

Application:

Safety and security

Axis partners:

ProComp GmbH,
Senstar GmbH

Mission

In the 1800s, Steben transitioned from a mining village into a health resort area. The mineral springs of the area were first mentioned 500 years ago, but it was not until 1838 that the first bathhouse was built. Today, Bad Steben is one of the Bavarian State Spas. The heart is the Spa of Bad Steben, which opened in 2004 and houses a health and wellness center and a swimming and sauna complex under one roof. Naturally, safety and security are key factors here. Swimming accidents, circulation problems, vandalism and even theft can never be completely ruled out. If such an incident were to occur in an area that is difficult to keep in view, then employees might miss it until it is too late to react. The spa operators want to prevent such scenarios. Even remote areas of the complex should be made well visible – naturally with data protection taken into consideration.

Solution

Robin Fröhlich, Project Manager at ProComp, quickly chose cameras from the market leader Axis. The excellent image quality combined with the Lightfinder technology delivers impressive and convincing images in all light conditions, despite the reflection of light sources in the surface of the water and the complex physical conditions at the spa. For an excellent audio and sound quality, an audio system specially designed by Axis was implemented.

Result

With the video- and audio-based surveillance solution, all relevant areas of the spa can now be monitored. The surveillance system is reliable, and the Symphony video management system from Senstar can be operated easily by the security staff.



With a rare combination of natural remedies such as natural mud, radon and carbon dioxide, the Bavarian State Spa in the north of Franconia holds a special place among the health and wellness resorts. With over 180 years in operation, the spa has acquired its high level of medical and therapeutic expertise over centuries. However, a person cannot relax completely unless there is a sense of security. Being able to move freely despite physical restrictions and knowing that personal items are safe and secure enable the guests to reach the height of rest and relaxation while enabling the staff feel like they have everything under control.

In a spa like Bad Steben, which offers its visitors a lot of variety over an area of 8500 m², there are naturally several areas that are difficult to monitor, such as hidden pools of water in the Wellness Dome, the sauna at the natural bathing pond, or the Light & Sound pool in the Pavillion of Listening. Regular rounds by the security staff are a given, but the staff cannot be everywhere at once. If an accident or theft occurs, a video-based security surveillance solution can help to ensure that help is provided quickly and efficiently.

Starting situation

The old, analog video system with black and white cameras was no longer able to deliver usable images, particularly in the areas with water. Modern, scalable IP video technology is in demand here. Cameras with high detail accuracy and outstanding light sensitivity are required in order to deliver high-quality images. Use in the spa also requires robust cameras that can handle factors such as moisture, difficult ambient light conditions, and dark areas while still providing convincing image quality. Additional challenges include the reflections from the water surface in the various pools, the somewhat complex structural conditions and the often difficult conditions for installation. A further condition was for the cameras to be operable via a video management system, enabling optimal handling by the security staff.

Data protection is another challenge. The operators therefore proceeded very carefully with the conversion to IP video.

Since analog cameras were already in use in the spa for quite some time, the concept was not entirely new. The works council received detailed installation planning well in advance, with information on the precise locations for camera installation along with specification of each camera's range of functions. Test images were created of all areas where surveillance was planned to show the later installation. This enabled the data security officer and all stakeholders to get a comprehensive picture before implementation.

Implementation

Sebastian Zöllner, IT Administrator at the Spa of Bad Steben, and Robin Fröhlich, Project Manager at ProComp, decided on eleven AXIS P3364-LVE, eight AXIS M3026-VE, and one AXIS M3007-PV Network Camera, which are now installed in the extensive swimming complex.

AXIS P3364-LV Network Cameras will be used in extremely dark areas of the spa, like the salt-water floating pool and the Echo Tower. These are fixed dome cameras with day/night functionality and outstanding video performance. The integrated infrared lighting ensures high-quality video images even in complete darkness. Axis' Lightfinder technology provides outstanding light sensitivity and helps to reproduce colors clearly despite extremely poor light conditions. This can prove essential for the identification of an individual.



“We tested many cameras from different manufacturers. We chose Axis cameras because of their high-quality images and their good price/performance ratio. Thanks to the great flexibility of the cameras, installation was problem-free, even in more difficult areas – although this was the first time in my professional career that I had to oversee a project in my swim trunks.”

Robin Fröhlich of ProComp.



For the reception areas, the operators chose AXIS M3026-VE. This low-cost, light sensitive fixed dome camera with 3 megapixel/HDTV 1080p resolution is very well suited for the detection of individuals. In addition, the mini dome camera can be used outdoors and is vandal-resistant in accordance with IP66, NEMA 4X and IK10. The day/night function includes an automatically swiveling infrared filter.

Network camera AXIS M3007-PV has been installed in the health club of the spa's sports area. This offers a 360/180 degree panoramic view with a resolution of up to 5 MP. This was particularly important in the health club in order to have a full view of everything going on.

A video management system is also crucial for the success of a video installation. Here, the choice was the SYMPHONY video management system from the Axis partner Senstar –intelligent, highly scalable and ready-to-use video management software.

It can be used for installation with a server as well as for multi-server application. The deciding factor was ease of use by security staff.

In addition, it offers sophisticated capabilities to support, for example, investigations by the police by exporting the data to a removable hard disk. The hard disk can be handed over to the appropriate police authority if necessary. The images are stored on a QNAP NAS with a storage time of 72 hours.

For outstanding audio and sound quality, the exterior areas were supplemented with 6 AXIS C3003-E Network Horn Speakers and the changing rooms and medical interiors in the interior with 9 AXIS C1004-E Network Cabinet Speakers. This allows the visitors of the three swimming pools and the sun terrace in the outdoor area to enjoy a trouble-free audio system and at any time to be supplied with all necessary announcements. The bathing staff is provided with two integrated SIP microphones from 2N, which provide the possibility for live announcements at any time. Even background music is possible, separately controlled per room or divided zone.

Conclusion

“With the surveillance solution from Axis, the Spa of Bad Steben has been made even more safe and secure. Visitors feel well cared for and can freely enjoy their time at the spa. And the security staff can be sure that they always have everything in view,” says Spa Manager Jörg Zittrich.



About Axis Communications

Axis enables a smarter and safer world by creating network solutions that provide insights for improving security and new ways of doing business. As the industry leader in network video, Axis offers products and services for video surveillance and analytics, access control, and audio systems. Axis has more than 3,000 dedicated employees in over 50 countries and collaborates with partners worldwide to deliver customer solutions. Axis was founded in 1984 and has its headquarters in Lund, Sweden.

For more information about Axis, please visit our website www.axis.com.