

Behind the scenes: Security in a 4-star hotel in Paris Saint Germain.

The Hôtel Bel Ami provides security for its upscale guests with Axis Communications' network cameras and video encoders.



Organization:
Hôtel Bel Ami

Location:
Paris, France

Industry segment:
Hotel/Tourism

Application:
Hotel security

Axis partners:
MVL NET, CamTrace

Mission

Ideally located in the heart of Saint Germain, the Hôtel Bel Ami welcomes an upscale clientele. To protect both guests and staff from attempted intrusion and theft, Hôtel Bel Ami equipped itself 3 years ago with a system of surveillance cameras. Initially designed around analog cameras, this video surveillance system was not satisfactory in terms of quality of use, and also needed to be extended to the new spaces of the hotel.

Solution

MVL NET, a high/low-voltage specialist, was recommended to the Hôtel Bel Ami by other hoteliers who were very satisfied with the systems installed and the quality of the installation service. While migrating the 17 existing analog cameras to the network using AXIS 241Q Video Encoders, MVL NET also extended the video surveillance system of 16 AXIS 209FD Network Cameras spread over the corridors of the 4 floors of the hotel.

Result

Mrs. Lamothe, Assistant Manager and Back Office supervisor of the Hôtel Bel Ami, who managed this project to migrate and extend the video surveillance system, is highly satisfied with the installation which produces images of incomparable quality regardless of the location, since she has access to the images on her smartphone.

"I fell in love with the product! The image quality and playback speed were perfect."

Mrs. Lamothe, Assistant Manager and Back Office supervisor of the Hôtel Bel Ami.

Since January 1st, 2009, the Bessé family took over the entire management of the hotel that it owns with the support of the directors. With 111 rooms and suites, a piano bar, conference rooms, a luxury boutique and a spa, this 4-star establishment attracts an upscale clientele whose security must be ensured in a non-intrusive way.

An analog video surveillance system was installed 3 years ago to deter attempted intrusion and theft. With limited usability (no remote access or multi-station access), the system ran into technical problems and was no longer usable. After attempting to contact the installation company, Mrs. Lamothe learned that it was no longer in business.

To restore the system and extend the cameras to the new areas of the hotel, Mrs. Lamothe therefore needed to find a reliable installer. On the enthusiastic recommendation of fellow hoteliers, Mrs. Lamothe selected MVL NET, to which she entrusted the retrieval of the 17 analog streams using AXIS 241Q Video Encoders, as well as the addition of 16 AXIS 209FD Network Cameras spread throughout the corridors of the 4 recently renovated floors of the hotel to monitor the elevator doors and emergency exits. AXIS 209FD Network Cameras also provided stronger security for the hotel's luxury accessories boutique. All video streams are then retrieved by the CamTrace video management software.

Accessible from any Web browser, CamTrace offers a user-friendly and ergonomic interface that met the expectations of Mrs. Lamothe and her management. Three people now have access to all images from their PC or smartphone. Regardless of whether they are in the hotel, they can intervene and take appropriate action against possible threats to the hotel.

In only three weeks, the recently installed system has so far only had a preventive security function. However, it has also become a management tool for Mrs. Lamothe who can remotely view the flows of guests, and the arrangement and upkeep of spaces.

Mrs. Lamothe is very satisfied with the new surveillance system: the image quality, the ease of use of the interface and the access to the images on a mobile telephone are the main sources of her user satisfaction. "I have been convinced of the professionalism of the solution since the explicit demonstration by MVL NET. "I fell in love with the product! The image quality and playback speed were perfect," explained the Back Office supervisor.

MVL NET - www.mvlnet.com

As an installer of IT, electrical and security systems (video surveillance and anti-intrusion) specializing in industrial sites and commercial premises, MVL NET is a company on a human scale founded in 2004. Strengthened by close partnerships with the distributors and constructors in its market, MVL NET works with the latest technologies and can provide its customers with tailored solutions.

CamTrace - www.camtrace.com

As a technical partner of Axis Communications since 2002, CamTrace SAS has developed a video solution combining software and hardware. The solution, which has been exported to fifteen countries, has gained many prestigious references in the hospitality industry.



Hôtel Bel Ami
www.hotel-bel-ami.com

