

Safer spa and health resorts in Karlovy Vary.

In collaboration with the Police of the Czech Republic, Karlovy Vary health resorts have solved tens of cases thanks to Axis cameras.



Organization:

BRISTOL a.s.

Location:

Czech Republic

Industry segment:

Hotel/Tourism

Application:

Safety and security

Axis partner:

Bristol IT

Mission

The hotel and spa business has always been the domain of Karlovy Vary, with hotels around the colonnade always enjoying a lot of guest attention as well as, unfortunately, some less fair-minded people. The Bristol Group runs its own hotel complex with eight separate historical buildings directly in the Karlovy Vary town center. It would be professional suicidal to attempt to maintain security for such an extensive complex without a camera surveillance system, especially with the main section of the buildings entirely outside of the main site. While some of the hotels were equipped with camera surveillance systems, those were older analog systems that were further run separately for each building. This led to the task assignment for a modern unified IP camera system with centralized storage.

Solution

The entire solution was based on Axis network cameras. The building entrances first had to be secured, followed by all of the places marked as important by the security section.

Cameras were installed to cover both main interior and exterior spaces, a dedicated data network was created for the security system, and efforts were made to improve the coordination of the security guard with the system.

Result

Despite some initial distrust, the new camera system turned out to be very beneficial. The entire complex maintains data for 48 hours according to the legislation, which is a great contribution for the Police when looking for evidence. Thanks to coordination with the Czech police, the Bristol Group has helped clarify majority of cases and ensure the complex is guarded for the good of its customers and employees alike. The cameras protect employees in cases where customers claim a mistake on the employees' part.

“About 45 cameras had passed through our hands over the course of 10 years, with only one chip set suffering from partial wear (faulty color interpretation). It should be mentioned that this particular camera had been switching from the night-time black and white mode to the colored daytime mode approximately 1,000x a day for five years.”

Martin Fischer, ICT Manager of Bristol a.s..

The key unification moment

There were eight buildings, each with a different analog camera system. None of them were capable of communicating with each other. If Bristol Group wanted to keep their customers safe, there had to be some changes. Initially, it was necessary to centralize the security section, thus creating a separate surveillance center. Since the outset in 2006, the surveillance center had 15 AXIS 210A Network Cameras available to cover all building entrances, along with 500 GB of server storage. This measure had already helped resolve many cases and employees, while initially opposed to the camera system, eventually understood that the cameras were there for their own benefit and not to check up on their every move. For example, they learned that they can prove themselves to be innocent in case of an unsubstantiated guest complaint.

15 cameras are not enough

With the growing success of the camera system operation, it became clear that better and newer cameras needed to be added to the system. The older AXIS 210(A) Network Cameras were moved to less frequented spaces, where simple monitoring was enough, and newer more powerful cameras, such as AXIS P3707-PE, AXIS M3045-V and AXIS M3006-V Network Cameras, were installed at the main points for security guard operation. Over time, Bristol Group had focused on identifying blind and critical spots, crossings and other locations suitable for a camera. Employees would then meticulously select the most appropriate camera for the location and install the camera for the required frame.

Due to the increasing amount of required cameras and insufficient display space, it was also necessary to improve the surveillance center itself. Over 60% of the cameras already have their own network and the rest is being reworked. The surveillance centre then received 3 new 4K LCD panels and 2 older 2K LCD panels, along with new server RAID storage with a capacity of 4TB. The applied software is AXIS Camera Station.

Only one malfunctioning camera chip in ten years

The Axis cameras had proven their reliability over the years.

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The cameras prove their robustness and quality on a daily basis. He also added: “We have been extremely meticulous when selecting IP cameras with angles of approximately 140-160 degrees. We had borrowed many various criteria-meeting models made by other manufacturers. Some were very “noisy” during night-time operation and their display quality was not very good, while others had significant problems with contrejour lighting or color interpretation. However, the biggest problem for most of these wide-angle cameras came in the form of the “fish-eye” display. We ended up using the AXIS M3006-V, despite them being primarily intended for interior applications. Their frame angle and display quality made them a clear winner.”

There is still room to grow

Bristol Group also intends to deploy the cameras in a new building purchased for their hotel complex. The cameras are to be installed prior to the construction itself, which means they can also be used for security of the construction site. The security section employees are also planning to gradually replace old cameras with modern models displaying better resolution. This is going to unify the recording quality which will follow to detection of suspect instead of only intrusion detection.



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GROUP