

Securing Cape Town's cosmopolitan playground. The V&A Waterfront is a safe destination with Axis network cameras.



Organization:
The V&A Waterfront

Location:
Cape Town, South Africa

Industry segment:
Retail

Application:
Safety and security,
loss prevention

Axis partner:
Milestone

Mission

Nestled at the foot of South Africa's breath-taking Table Mountain, the picturesque V&A Waterfront is a jewel in Cape Town's crown. Set on the edge of a working harbor, it boasts more than 80 world-class eateries, 10 international hotels and over 450 retail outlets, all offering visitors a unique experience.

Ensuring the safety of the 23 million people visiting the V&A Waterfront each year requires the full time efforts of a vigilant security team and a state-of-the-art surveillance system that is both innovative and world class.

Solution

The cost of maintaining an aging analog system versus a complete replacement was carefully evaluated by the security management team of the V and A Waterfront Holdings (Pty) Ltd. The investigation revealed that the extensive benefits of an IP system far outweighed any marginal savings associated with the upgrade and preservation of an analog solution.

Result

The result has been dramatically improved surveillance footage that is furthermore easy to maintain while being more difficult to tamper with. Not only does the new system offer greater functionality, it also doesn't compromise on the aesthetical appeal of the property.

"As an internationally acclaimed destination, the V&A Waterfront would only consider a surveillance system that meets the highest, globally recognized standards. Axis fits this description."

Deon Sloane, V&A Waterfront Senior Security Manager.

Historical significance

What began as a small jetty, built in 1654 by Dutch commander Jan van Riebeeck as part of his mission to establish a refreshment station at the foot of Africa, has grown into the most visited destination in South Africa. The V&A Waterfront enjoys the honor of attracting the highest number of foreign visitors; more than any other attraction in South Africa.

The number of historical buildings and other interesting locations dotted around the V&A Waterfront attest to the enormous appeal of this mixed use property. Ranging from the Robben Island Embarkation Building (where prisoners destined for the notorious Robben Island prison were once assembled) to the Two Oceans Aquarium, Chavonnes Battery Museum and Robinson Dry Dock (the oldest operating dry dock of its kind in the world dating back to 1882) there is no shortage of tantalizing sights to whet the appetite of even the most jaded traveller.

"The massive influx of visitors to our site on a daily basis means that effective, uncompromising security is of the utmost importance. We were looking for a system that represented a long term solution," remarks Deon Sloane, V&A Waterfront Senior Security Manager. "Their open protocol and ability to interface with other products made Axis the most attractive option."

Large scale surveillance

The V&A Waterfront development spans a massive 300 acres (equivalent to 80 rugby fields) and provides employment to some 16,000 people. The sheer size of the site necessitates the deployment of a wide network of cameras, all with the capacity to provide monitoring under diverse circumstances and conditions. The strong north-westerly winds and high annual rainfall for which Cape Town is known, all demand robust products that will withstand even the harshest environment.

"Parking garages, outdoor areas and external entrances and exits make up a large part of the development and it is critical that we have continual access to footage of these zones," Sloane explains.

"Since the Waterfront is open 24 hours a day throughout the year, inclement weather and poor lighting cannot be allowed to affect the integrity of the surveillance recordings."

AXIS P3364-VE with Axis' Lightfinder technology is capable of providing high quality video performance and full color images in even the darkest conditions. This day and night fixed dome is designed for deployment in demanding surveillance applications and its vandal-resistant casing makes it the ideal camera to monitor the almost four million vehicles that pass through the V&A Waterfront's parking garages every year.

Security management selected AXIS Q1604 with Wide Dynamic Range for coverage of the entrances and exits of the Waterfront. The camera's dynamic capture works by acquiring several images with different exposure times. Advanced image processing results in video footage with exceptional clarity and sharpness, even under complex lighting environments.

Constantly expanding application

Of the 660,000m² of property within the V&A Waterfront precinct, roughly 220,000m² is still available for development. Security management were mindful of this potential for growth when they were tasked with evaluating a new surveillance solution.

"In addition to the almost 900 Axis network cameras keeping a watchful eye on our premises, new developments require yet further monitoring. This system needs to be flexible enough to allow for new development and expansion. With Axis network cameras and Milestone XProtect® video management software this expansion is a seamless and almost effortless task," says Sloane.

A team of qualified surveillance operators scrutinize the video proactively in real time while footage is stored and then analyzed by investigators when, and if, an incident occurs.

