

Axis cameras provide discreet secure environment for staff and guests at luxury hotel.

State-of-the-art surveillance system guarantee staff and client safety.



Organization:
La Suite West

Location:
UK

Industry segment:
Hotel/Restaurant/
Tourism

Application:
Safety and security

Axis partners:
Trident Systems UK Ltd,
Anixter

Mission

The recently remodelled La Suite West, formerly The Hyde Park Hotel in London, is the minimalist and latest creation of award-winning British designer, Anouska Hempel. The design of the hotel meant that discreet surveillance was essential and therefore the hotel wanted to upgrade its security system to reflect this. As well as being discreet, the solution needed to produce high-quality images and offer the ability to monitor video streams both on and off-site. The surveillance system, therefore, needed to be state-of-the-art in order to guarantee staff and client safety, not compromise security, and continue to provide the highest quality service.

Solution

La Suite West, one of a small chain of luxury boutique hotels, has worked with Axis partner, Trident Systems UK, for a number of years to specify and manage the hotel chain's telecoms, networks, security and CCTV. After extensive research, it specified IP surveillance cameras and chose the AXIS M3014, AXIS M3011 and AXIS P3346-VE Network Cameras as they met the high

specification required by the hotel, whilst also keeping within budgetary constraints and providing discreet, quality surveillance with additional monitoring functions.

Result

The Axis surveillance system has exceeded La Suite West's needs. The hotel understands security is paramount and now has a reliable, high-quality, advanced surveillance system that can be accessed and monitored 24x7, both on and off-site. It provides the hotel with the control it needs and gives it the added flexibility to easily grow the system to meet future security requirements. This state-of-the-art system, installed by Trident and the products provided by Axis' distribution partner Anixter, easily meets all requirements of the pristine, boutique hotel. It allows staff to deliver best practice and provide a safe and secure hotel environment to all hotel guests. An unexpected additional benefit of the system is that it has assisted staff training, and allowed the hotel to further improve customer service.

"I didn't realise just how much I had in one system. There are many features and layers and the footage can be analysed in many different ways to your advantage. I am extremely impressed with the innovative system, not only for security, but also to monitor time management and to use as a training tool to enable perfect service and housekeeping."

Mr Meir Abutbul, director of La Suite West Hotel.

A discreet secure environment

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The Axis installation system has been flexibly designed to provide numerous benefits to the hotel including, remote access and viewing in real-time, excellent picture quality, outstanding night surveillance, the ability to e-mail images and remote monitoring access via smartphones. The discreet but effectively installed cameras are utilised to monitor staff movements and ensure quality control. It has allowed hotel management to have greater control and monitor all of the hotel's operations. It has also been a valuable tool for the food and beverage department as it has been able to use the footage to monitor the kitchen and restaurant floors.

Mr Meir Abutbul, director of La Suite West, expressed his satisfaction with the Axis cameras that have been installed both internally and externally in the hotel's public areas: "I didn't realise just how much I had in one system. There are many features and layers and the footage can be analysed in many different ways to your advantage. I am extremely impressed with the innovative system, not only for security, but also to monitor time management and to use as a training tool to enable perfect service and housekeeping."

Trident Systems UK Ltd is a recommended installer for Axis products. It has an excellent industry reputation for its quality of workmanship, attention to detail and ability to work with management to discretely install systems while maintaining maximum surveillance coverage. Mr Abutbul continued: "Trident Systems UK has gone above and beyond its remit to satisfy our requirements and this has given us peace of mind knowing that we have ongoing technical support as part of the service."

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