

Splendor Hotel Taichung uses video surveillance system to reconstruct events in any contingency to further strengthen service quality.



Organization:

The Splendor Hotel
Taichung

Location:

Taichung, Taiwan

Industry segment:

Hotel/Restaurant/Tourism

Application:

Hotel safety and security

Axis partner:

Milestone

Mission

The Splendor Hotel Taichung, the only Taiwanese winner of the 2013 World Luxury Hotel Award, implemented a new generation video surveillance system for its guest-room floors, banquet function rooms, lobby, kitchens, and parking area to provide privacy and safety for customers and staff.

Solution

An Axis partner proposed Axis network cameras to the hotel. The Axis IP system, supported by Milestone's XProtect® video management platform is easy to operate and ensures security throughout the hotel.

More than 300 Axis HDTV network cameras were deployed, including AXIS M3004-V, AXIS M3005-V, AXIS P3354, AXIS P3364, AXIS Q1604, and AXIS M3007.

Result

With Axis IP surveillance technology, the Splendor Hotel Taichung benefits from high-quality images with easily identifiable colors. In case of any contingency, the hotel can effectively reconstruct what has happened to provide valid evidence. By doing so, the hotel is able to effectively clarify the responsibilities involved and better resolve customer concerns.



The Open Platform Company

“After we had our Axis HDTV surveillance cameras implemented, we could immediately access clear and easily identifiable video images as evidences to active clarify the responsibilities involved in case of any contingency. Now we are better able to strengthen our overall service quality.”

Jerry Kao, Executive Engineer, The Splendor Hotel, Taichung.

