



success story

Hotel Dubrovnik Zagreb

NETAVIS Observer provides physical security and delivers real business value by improved customer service at one of Zagreb's most prestigious hotels.



„NETAVIS ensures the security of our properties and guests and contributes actively to our excellent service standards.“

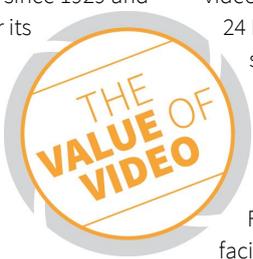
IVANA PERKOVIC
SALES/MARKETING, HOTEL DUBROVNIK

Challenge

Located at the main square of Zagreb, the four star Hotel Dubrovnik is a distinctive part of the city's architectural heritage. It has been welcoming guests since 1929 and won a number of awards for its facilities and services. Currently, Hotel Dubrovnik offers 8 suites, 214 rooms, a business centre and 10 multifunctional conference and event rooms.

The security of hotel guests including their property and valuing their privacy, are crucial to the hotel management. Building renovations in 2010 gave way to replace the outdated analogue video system step-by-step in favour of high resolution, stability and flexibility of an IP-installation.

In addition to physical security aspects, the new system should also help to manage access control at the remote parking gate and facilitate efficient organization of staff.



Solution

The advantages of the Linux-based technology were one of the main reasons for Hotel Dubrovnik to choose NETAVIS Observer. The video management platform now manages 24 IP cameras for in- and outdoors on a single server. Live viewing at both the hotel reception and the security officer's offer a high level of security to hotel guests.

Furthermore, access to the parking facilities was notably improved. Cars approaching the entrance gate trigger a sound at the reception by motion detection. This puts the video stream in large view and the receptionist can open the gate even before the intercom is used.

Discreet cameras in the restaurant and conference rooms allow waiters and chefs to monitor the progress of conferences and time their tasks accordingly. This provides an atmosphere of a smooth and effortless flow of events.

Benefit

This state-of-the-art IP video surveillance installation increased the security of hotel guests, as well as their valuables and cars significantly. The video streams serve as means of evidence to the police and insurance companies in the rare cases this is necessary, thanks to the manipulation-safe SAFE export.

Moreover, by facilitating the everyday workload, speeding up business procedures and ultimately improving customer service, NETAVIS Observer delivers real business value to Hotel Dubrovnik. Ideal camera positioning, features like archive encryption and data access restrictions by the four-eyes principle ensure the privacy of hotel guests.

As the Hotel Dubrovnik is planning to further expand their surveillance system, they particularly benefit from NETAVIS Observer's high scalability. Additional cameras or modules can be added at any time.



SECTOR:	Tourism
LOCATION:	Zagreb, Croatia
PARTNER:	Kamir d.o.o.
SOFTWARE VERSION:	NETAVIS Observer 4, Basic Edition
SPECIAL FEATURES:	Graphical I/O Device Admin Client for Smartphone & Tablet
TECHNICAL DETAILS:	Currently 24 IP cameras, 1 server, Centralized installation