



Lugner City

The shopping centre in the heart of Vienna relies on the professional, flexible and open IP-video management platform NETAVIS Observer.



"In particular the flexibility and compliance makes me feel confident in the software platform NETAVIS Observer."

ING. KARL ROMANER
TECHNICAL MANAGER
LUGNER CITY

Challenge

Lugner City is one of Vienna's biggest shopping centers. Its public areas spread over 27.000 m² and host a cinema and several shops and restaurants. To guarantee the security of such a spacious area, a professional video surveillance system is needed. The security system should empower the security staff by making workflows easier and also help to reduce costs in the security budget.

Above all, it is essential to secure escalators, garage exits and various key areas within the shopping centre.

Solution

The IP-based video surveillance solution consists of about 30 cameras, mainly from Axis, Mobotix and Sony as well as two standard IT HP servers. The installation is governed by the video management platform NETAVIS Observer. Due to its open software architecture, previously deployed analogue cameras could be used further on. Existing security systems and business applications are integrated by

the powerful SNAP XML interface. Unlimited scalability allows for easy extension and adaption of the surveillance system to meet the specific needs of Lugner City at any time.

Benefit

NETAVIS Observer provides professional, user friendly and easy administration of the surveillance systems at Lugner City.

Especially after precaution stops of escalators, a visual checkup is legally obligated for safety reasons prior to reactivating them again. Therefore, customized buttons in the user interface of the video surveillance system were created for a remote control of escalators. Also the intercom system is integrated by I/O contacts. As a result, the security staff is able to react directly from the control room and does not need to walk the mall personally. Quick problem solving ensures enjoyable shopping experiences for the customers.

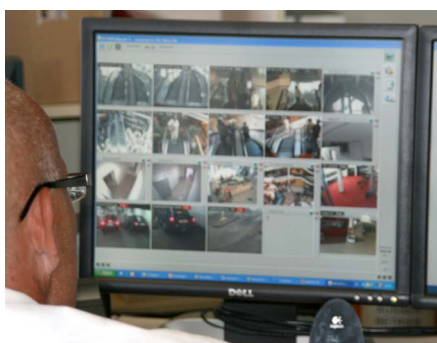


Since the surveillance of various key areas within the shopping centre, vandalism and theft has declined significantly. The LCD monitors visibly located at the information stand of Lugner City have played a critical role dropping the numbers of delicts.

The attention of visitors is drawn to the video surveillance system, which preemptively acts as a deterrent.

In this installation also the parking area Lugner City is monitored by NETAVIS Observer. Formerly succeeding parking customers who left the garage without paying the fee are now easily identified, legal action can be taken to enforce payment.

The NETAVIS Observer video management platform is now operating since six years without failures. Thanks to this outstanding performance, the satisfaction of the decision makers is high and Lugner City is continuously increasing the number of cameras.



SECTOR:	Retail
LOCATION:	Vienna, Austria
SOFTWARE VERSION:	NETAVIS Observer, Enterprise Edition
SPECIAL FEATURES:	Integration of escalators and intercom systems
TECHNICAL DETAILS:	30 cameras and two servers as distributed installation