

# Busy central London hotel upgrades to HD surveillance



## Industry

Hotels & hospitality

## Customer

Shaftesbury Hotels

## Region

London, UK

## IDIS Partner

Rukey Solutions Ltd

## Background

### Popular hotel in a prime London location

Shaftesbury Hotels is an expanding property group that owns and manages 22 properties in prime locations in the heart of London. The company's business strategy is to take on properties that it can develop and upgrade by investing in them to raise standards and create a sense of exclusivity. The hotels offer a fine choice of accommodation designed to appeal to business and leisure travellers, ranging from stylish budget rooms to prestigious elite collections. One of the flagship hotels within the group underwent a change of branding early in 2015, that saw it relaunched as the 4-star Park Grand Paddington London. The elegant property has 158 guest rooms bedrooms, all equipped for comfort and convenience, with state-of-the-art amenities. Close proximity to Hyde Park, Kensington Palace Gardens and Paddington station offer easy access to all areas of London, making it an attractive destination for thousands of international visitors a year.

## Challenges

### Making the switch from analogue to IP monitoring

When the hotel was rebranded as the Park Grand, the management team embarked on an extensive refurbishment programme. This provided the opportunity to upgrade the security system to meet the requirements of a busy London hotel with high visitor turnover. Increasingly cumbersome to operate, the existing analogue CCTV system had become difficult for non-experts to use and required considerable external support and maintenance to keep it running smoothly. Furthermore, the aging cameras lacked the coverage and image clarity needed to provide reliable evidence of events. Image retrieval was laborious and the system lacked the functionality required. The owners therefore wanted to transition to a user-friendly solution with proven capacity for high-quality HD monitoring, flexibility to integrate additional functions and scope to extend monitoring to multiple locations.



## Solutions

### User-friendly features and functionality

Rukey Solutions Ltd delivered a centralised IDIS DirectIP™ HD surveillance solution with two 32-channel NVRs, 64 HD dome cameras, multiple refuge call points, integrated alarms, network equipment and client software as an integrated package. Plug and play functionality and simple configuration dramatically reduced installation time, ensuring a smooth, fast migration to a surveillance system that offers vastly improved coverage, superior image quality and outstanding reporting capabilities. The user-friendly intuitive interface ensures that it is ultra-simple to operate, with maximum flexibility to dynamically adapt settings to suit day-to-day needs. It also provides long-term storage capacity while enabling rapid retrieval of high-resolution images, with minimal maintenance.



## Results and benefits

### Futureproof flexibility for long-term value

IDIS DirectIP™ HD surveillance is delivering cost-effective, high-performance monitoring and visual validation of events throughout the hotel. Centralised functionality allows every IP camera to be controlled without individual configuration, while supporting simultaneous live-view, record, playback, remote access and audio/video back-up. The network is already being extended to support HD surveillance at a second hotel and there is scope to integrate additional functions onto the platform, such as fire alarms.

**Darren Morrison of Rukey Solutions Ltd, said:**

“ We had no doubt that IDIS DirectIP™ offered the optimum combination of quality, reliability and usability to meet all the immediate security challenges while offering the scalability to support Shaftesbury Hotels’ long-term requirements. ”



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