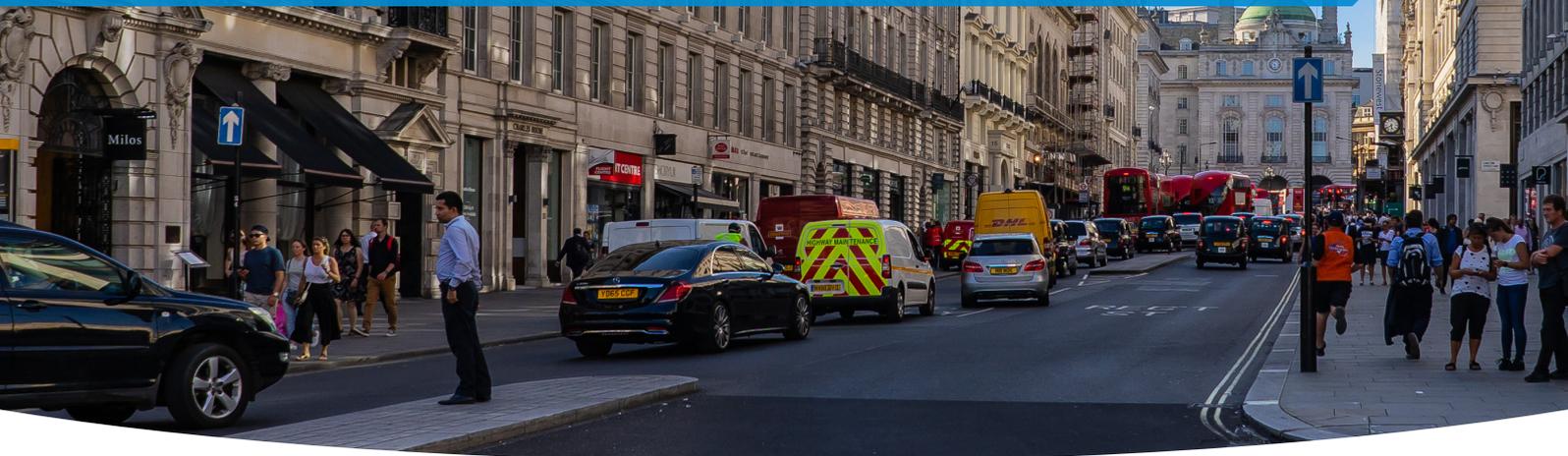


CASE STUDY

Leading Luxury Hotel, London

Ensuring luxury isn't just about opulence; it's also about safeguarding reputation with Secure Logiq's innovative security solutions.



Project Information

End User: Leading Luxury Hotel, London

Region: UK – London

Customer Vertical: Hotels & Hospitality

System Integrator: Amax, Custom Intelligent Solutions

Distributor: Norbain SD

Video Management Solution: Avigilon, Milestone

Camera Manufacturer: Avigilon, Axis

Products: Management Servers, Processing Servers, Analytics Optimised Servers, Workstations, Status everRUN, Logiqal Core

BACKGROUND

Situated in the heart of London, a luxury 5-star hotel stands as a timeless icon of opulence and refinement. Renowned for its unparalleled luxury and impeccable service, this prestigious 5-star hotel symbolises the epitome of high society living. With its rich heritage and storied history dating back generations, the hotel has firmly cemented its place as one of the world's most esteemed establishments. The hotel's legacy of grandeur and extravagance has left an indelible mark on the cultural landscape, shaping perceptions of luxury and setting the standard for upscale hospitality.

However, amidst the allure of grandeur and extravagance, the hotel recognises the paramount importance of ensuring the safety and security of its guests, staff, and assets. From safeguarding valuable assets to protecting the privacy and well-being of patrons, robust security measures are indispensable in upholding the hotel's esteemed reputation and maintaining its status as a revered symbol of luxury living.

The Challenge

With a diverse range of software solutions including Video Management Suite, Video Analytics, Access Control, Door Card entry and Fire systems, the hotel encountered challenges in integrating these components seamlessly. The complexity of integrating multiple systems while ensuring fault tolerance and resilience posed a significant challenge.



Managing over 3000 Megapixels of information across the camera estate required a robust and scalable storage solution. Balancing the need for high-capacity storage with the requirement for fault tolerance and uptime presented a challenge for the hotel.



Each of the management and processing servers needed to be customised to meet the specific networking requirements of the hotel's IT department. Ensuring compatibility with existing infrastructure while maintaining optimal performance added another layer of complexity to the project.



The Solution

Secure Logiq delivered a comprehensive upgrade encompassing fault-tolerant software solutions, mirrored storage systems, and customised servers:

- **Fault-tolerant solution for Software Suite**

With over 3000 Megapixels of information to store across the camera estate, Secure Logiq designed a solution incorporating mirrored storage, guaranteeing 99.999% uptime of stored footage. This solution not only ensured data integrity but also provided peace of mind to the hotel, knowing that critical footage is reliably preserved.

- **99.999% Uptime with Mirrored Storage**

By implementing high throughput and high storage density servers, Secure Logiq drastically reduced the hardware footprint from 24U to just 8U. Not only did this minimise rack space requirements, but it also resulted in a substantial 75% reduction in energy bills.

- **Customised Servers for Networking Requirements**

Secure Logiq customised each management and processing server to meet the specific networking requirements of the hotel's IT department. By tailoring the servers to align seamlessly with the hotel's infrastructure, Secure Logiq ensured smooth integration and optimal performance, enhancing operational efficiency and system reliability.

Preserving Reputation

At a prestigious establishment like this hotel, where luxury and opulence define the guest experience, preserving reputation is paramount. Secure Logiq's mirrored storage solutions play a crucial role in safeguarding the hotel's esteemed image. In the event of incidents or disputes, having access to reliable and unaltered footage ensures transparency and accountability, reinforcing trust and confidence in the hotel's commitment to guest safety and satisfaction. By maintaining the integrity of stored footage with 99.999% uptime, Secure Logiq helped the hotel uphold its reputation as a beacon of luxury hospitality, where guests can expect nothing less than the utmost in quality and service.

THE RESULTS

"The level of support from Secure Logiq has been fantastic, their expertise in IP video and in particular Avigilon ACC and Milestone software is second to none. They have always been responsive when resolving system issues, even if the cause has been unrelated to their hardware. More recently we have deployed Logiqal Healthcheck software across our Secure Logiq servers. This has been a valuable additional component which enhances our system by providing pre-emptive alerts if there are any issues within the recording hardware"

– GI, IT Support Manager



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