

The Comwell Holte in North Zealand



A flexible monitoring solution for Hotel Comwell Holte

Comwell Holte is situated in beautiful surroundings in North Zealand and offers both conference and hotel facilities for the 40,000 guests annually visiting the hotel. Comwell Holte has experienced a number of break-ins and assaults in which the grainy pictures from the hotel's previous analogue surveillance solution were not of sufficient quality to help solve the crimes, and it was therefore decided to invest in a new, digital solution. Several different cameras were tested - but only MOBOTIX was able to maintain a stable operating level while offering the flexibility required by the hotel.

Comwell Holte is a large hotel with more than 30 entry points. This makes it difficult for the hotel staff to keep an eye on everything all at once. Many different people are constantly coming and going at the conference hotel, which is open 24 hours a day, seven days a week. It is impossible to distinguish between hotel guests and people visiting the hotel with dishonest motives. A functioning surveillance solution is therefore required to ensure that staff is able to cover the large area of the hotel.

"Developments in the market have been moving rapidly in recent years. We therefore realised, after having a number of uninvited guests, that our analogue solution simply no longer met the requirements of a contemporary surveillance solution", says Rasmus

Soelberg, Director of Comwell Holte, about the reasons for replacing the old system.

Long test period

Comwell Holte therefore decided to test a range of new, digital cameras to replace their outdated solution. Rasmus Soelberg's experience was, however, that the majority of the cameras were not reliable enough for the hotel's requirements, and at the same time many had problems working efficiently under poor lighting conditions.

"We had many breakdowns with our analogue solution and were therefore looking for a more stable system. The only solution that passed our rigorous standards was MOBOTIX, which both during testing and to this day has run perfectly. Any server can of course go down sometimes so it means a lot that, if this happens, a MOBOTIX camera does not have to be rebooted because then we are not interested in working with it", explains Soelberg.

Flexibility with IP cameras

Comwell Holte's new installation comprises a combination of Q24 and D12 CCTV cameras. Fewer cameras are used than in the old solution as in the transition to digital surveillance the hotel realised that some areas no longer needed surveillance, while there were

other areas where more analogue cameras could be replaced with a single 360-degree MOBOTIX camera.

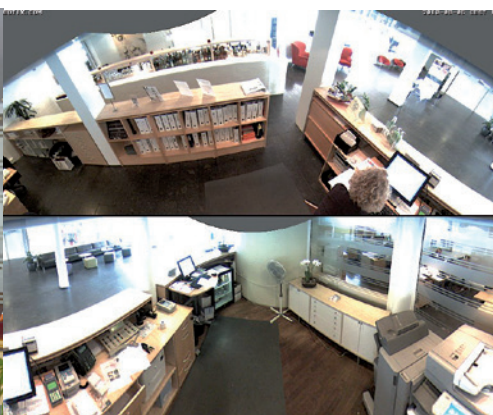
"The digital solution from MOBOTIX is very flexible, as it provides the option of placing cameras in different locations in the hotel and moving them around if needed. Because the solution is mobile, a camera can be installed in a certain place for a period if there is a feeling that something problematic is happening there.

This means that it is always the most relevant places in the hotel that have surveillance - and that it is easier for Comwell Holte to keep abreast of things", says Technical Director Thomas Olsen from ProMobil, which sold the hotel the monitoring solution.

Hemispheric technology

ProMobil believed that Q24 cameras were the best option for the hotel. They are able to cover a very large space with only a single or a few cameras, and they were therefore perfect for the hotel reception area. It is a big advantage for the hotel to have 360-degree surveillance with only one camera and not have to worry about blind angles.

"The Q24 cameras are simple and easy to use, and at the same time they are so discreet and anonymous that they do not mar the interior of the hotel. They just look like small loudspeakers. This means that potential



Stable operating level while offering flexibility requirements

thieves have difficulty identifying and avoiding the cameras, and it does not give the hotel guests an unpleasant feeling of being watched. In our opinion, the cameras should be discreet inside and more visible outside where we want to advertise the fact that we watch our things, our guests and our staff here”, says Rasmus Soelberg.

The hotel also needed to find a camera type that could provide surveillance of the car park under poor lighting conditions. A D12 MOBOTIX camera with IR

lighting makes it possible to watch the whole car park both night and day.

Important enhancement of image quality

The hotel had previously experienced serious problems with image quality. It was very difficult to distinguish detail on the grainy black-and-white images of the analogue cameras, and the police were therefore not able to use the images in their investigation of theft and robbery at the hotel.

“Our analogue solution slowly became irrelevant as it could have been anyone on those images we sent to the police. With the new MOBOTIX cameras every detail is visible, and it is a lot easier to cut a good image. It is also an advantage that you can log on from any computer with an Internet connection and gain access to the monitoring images. The hotel staff use it to check an area they have just left or are on their way to, and this means that they get a much better feel for what is going on in the hotel. It also gives me peace of mind to know that I can always log on from home if I get a call from a member of staff to say that there are problems at the hotel”, explains Soelberg.

Comwell Holte's first priority has been to ensure the safety of its staff in the best way possible - and then the building and interior. The hotel has plans to expand its surveillance solution with more cameras when it has been determined where the need for surveillance is greatest.

Retailer information:

MOBOTIX has developed and manufactured IP video systems, video management and analysis software in Germany since 2000.


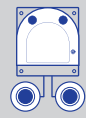



MOBOTIX stands out for its **high level of reliability**. All outdoor cameras are subjected to a stress test for temperatures between -30°C and +60°C (-22°F and +140°F). Without additional components, without heating or cooling and with no moving parts (for example auto iris), they are virtually maintenance free.





MOBOTIX delivers a **perfectly matched package**, starting with the microSD card for storage management and HD audio (microphone and speaker) with VoIP telephony through video analysis, a professional video management system and motion detection software reducing false alarms.





The **decentralized architecture** means that a central computer is not required and the network load is minimal. The intelligent cameras from MOBOTIX process and store image data themselves, trigger events and, in the event of remote access, manage the frame rate and resolution depending on the available bandwidth.





The **6MP Moonlight sensors** and complementary **thermal imaging technology** ensure reliable detection of moving objects, even under the most challenging light conditions and over long distances. As a result, it is possible to cover large areas with just a few cameras. Less power cabling, less IT infrastructure and fewer additional light sources are needed. MOBOTIX cameras are powered using standard PoE and do not require more than 4-5 watts.


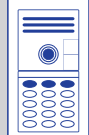


An intelligent IP video system from MOBOTIX allows you to **reduce total costs**. The investment pays for itself after a short time and the free-of-charge software and updates ensure it is a future-proof investment.

Outdoor Dual Lens			Thermal	
M15/16 AllroundDual	S15/16 FlexMount	D15/16 DualDome	M15/16 Thermal	S15/16 DualThermal
				
Robust for extreme conditions	Flexible dual camera	Modular dual camera	Thermal dual	Thermal dual

Outdoor Single Lens			
M25/26 Allround	S15M/26 FlexMount	Q25/26 Hemispheric	D25/26 Dome
			
Robust for extreme conditions	Discreet, video analysis	Discreet, video analysis	Modular Fix dome

Indoor			
i25/26 Panorama	c25/26 Hemispheric	p25/26 Allround	v25/26 MiniDome
			
180° hemispheric	Discreet, video analysis	Modular ceiling camera	Vandalism camera

Door Modules			MxDisplay+
Camera	BellRFID	Keypad	Remote Station
			

Door Sets			
Double Frame		Triple Frame	
			

Retailer information: