

NUUO Hospitality Vertical Solution Guide

The hospitality market, ranging from restaurants, gaming, hotels, and theme parks to convention centers, has many challenges that need to be met in order to create a positive customer experience. Offering a secure and friendly environment is a major priority for these institutions, alongside the guests' safety and happiness.



In Tune with the Challenges

At NUUO, we believe a winning surveillance solution for the hospitality market should satisfy the following key criteria: safety and security, customer satisfaction and cost effective operation while at the same time being stable and reliable. In addition, the surveillance solutions should have the flexibility to be integrated with any type or size of business.

Catching the Criminals

One of the main challenges in this market is to fight against internal and external theft, and other fraudulent activities. Indeed the “dine & dash” phenomenon or “sweethearting” situations, and even false liability claims, if left unchecked, might lead to a negative impact on turnover and ultimately, on business' reputation.

From Incident and Violence Prevention to Privacy Protection

Incidents of violence are the last thing that any manager wants to have to handle. These kinds of situations, like a bar fight or uncontrollable gathering of people, can result in injuries to staff and guests, damages to assets and business' reputation and lead potentially to the involvement of law enforcement. It is important to prevent these incidents before they have a chance to escalate. Furthermore, managers need to have control of all of the data that relates to guests in order to preserve their privacy.

Playing by the Rules

Many hospitality businesses have to adhere to strict regulatory requirements. Casinos or stadiums are an example, requiring constant real-time recording and live viewing of video surveillance footage. As a result, to meet these legal obligations, any surveillance solution specified has to be extremely reliable.

Legal Proof and Data Safety

Given the large number of unpredictable incidents and fraudulent situations, it is always an advantage for managers to be able to provide evidence that is admissible in court. They can assist their customers, or themselves, if any evidence relating to an incident needs to be

presented. A quick retrieval of data may be required during a gaming dispute for example. Moreover, the security and storage of recorded data are also essential, especially, when the video data and associated metadata could be used as evidence.

Multi-Site Solution

Often, sites may be owned by large organizations. The potential to deliver remote monitoring and centralized management is especially useful for businesses that have multiple venues, e.g. restaurant chains.

An Eye on the Future

The choice of the video surveillance solutions needs to integrate flexibility and scalability as security requirements can and do change. In addition, some sites like luxury hotels, may also want to combine IP cameras with existing analog cameras in more vulnerable areas, e.g. the entrance or lobby.

Customer Satisfaction and Business Performance

Turning to the benefits whose NUUO Mainconsole Family (NUUO Mainconsole, NVRmini 2 and NUUO CMS), and Crystal Family (NUUO Titan NVR) can provide optional solutions for businesses across the hospitality vertical market:

A Safe and Friendly Environment for a Better Business

To ensure a secure and pleasant atmosphere, NUUO's solutions offer a large range of features that support additional elements from I/O devices to 3rd Party Integration. The I/O devices can give an alert, for instance, when a window is broken and at the same time trigger recording. Focusing on the 3rd Party Integration key features, these include: POS which can reduce internal theft, access control to ensure the privacy of guests, LPR and Video Analytics. These features can also lead to improvements in business performance since they bring back satisfied customers and a greater potential for repeat businesses.

Extensive Options for Event Management

Instant event management is a key element here. When an event is detected, the Smart Guard of NUUO Mainconsole can provide 10 types of instant response. Looking at NVRmini 2 and NUUO CMS, when an alert is triggered E-maps can pop-up with overlaid indicators to immediately highlight the location of the incident. By double-clicking on them, the live view and the instant playback can be immediately displayed; this feature is also available on NUUO Titan NVR.

Exclusive Access and an Efficient Management View

NUUO Mainconsole Family and NUUO Titan NVR support a range of authorization levels. Consequently, security guards can be offered various levels of authorized actions and views. This function is useful since it can increase guests' confidence particularly in first class business, e.g. maintaining a restricted view on an exclusive area like a VIP room. Concerning the view coverage, NUUO Image Fusion Technology from NUUO Titan NVR

can gather 10 cameras together to build a combined single view. This full view coverage feature is particularly useful for crowd management. In addition, NUUO Mainconsole, NVRmini 2 and Titan NVR, support panomorph (360°) cameras. What's more, via NUUO CMS, views from NUUO Mainconsole Family's recorders can be easily displayed on a Matrix Wall which can also be set up to only show views when an event takes place.

Data Protection and Evidential Matters

Data storage and safety are, not surprisingly, a key priority for hospitality business owners since legal proof regarding possible incidents may be required. With all NUUO's solutions, evidence can be easily exported from the live view or playback interface as video or image. After exporting, NUUO Verification Tool can certify that this material has not been altered.

Turning to storage space saving, NUUO's solutions offer various types of recording modes. For example, NUUO Mainconsole has a "boosting record" mode in which the video is only recorded at a higher FPS when an incident actually occurs. In terms of data safety, NUUO Mainconsole offers Failover feature, allowing a backup server to take over another recording server in case it goes down.

Anytime and Anywhere Monitoring

All surveillance solutions from NUUO integrate remote control and control room solutions. NUUO Mainconsole Family offers a complimentary remote monitoring application via NUUO Remote Live Viewer which can connect up to 128 channels simultaneously. Multiple NVRmini 2 and NUUO Mainconsole can be connected to this tool. And to get a complete centralized control solution with efficient video walls and alarms management support, all of these recording servers can be combined with NUUO CMS.

About NUUO Titan NVR, a central management of events is also available through the main and sub-server structure which for instance can centralize all of Titan servers' E-maps. Additionally, redundant power which is especially important for certain types of business like luxury hotels, casino etc., is supported by the NT-8040RP model. And using NUUO iViewer, every NUUO's recorders solutions can offer a remote management and playback via the smartphones.

Meeting Strict Regulatory Requirements with Cost Effective Systems

Special requirements that come from a strict regulatory environment are not an issue for NUUO's solutions. And all these solutions are fully scalable and cost effective. Indeed, NUUO Mainconsole, for example, is suitable for casino projects since it can support real-time live viewing and is a Tri-brid system, meaning that IP, analog and HD-CCTV cameras can be combined together. Beyond this, there are extra benefits such as Video Analytics which can be employed for the monitoring and marketing purposes.

A Winning Ticket

Whether for incident management or 3rd Party Integration to a control room solution, the features delivered by NUUO's solutions are well placed to fulfill the critical legal and security requirements of the hospitality market. When deployed they can help create a safe and friendly environment and assist in building a positive image for a business, increasing customers 'confidence and satisfaction levels.