

# Customer Success Story



Estrel Berlin, the largest hotel in Germany, switched to centrally managed Mirasys VMS video surveillance solution.



## THE CHALLENGE:

- Several different and separate video management systems
- Varying generations of systems
- Increasing technical and logistical requirements for the systems

## THE SOLUTION:

- Several servers with the latest Mirasys VMS
- Centralized remote management
- IP only infrastructure
- Use of mobile devices

## THE BENEFITS:

- Minimized maintenance work
- Productive use of security personnel
- Fast ROI
- Meeting the constantly changing requirements
- Open expansion possibilities
- Improved protection of property and optimized safety of individuals

“We were very impressed by the versatility of the Mirasys video management solution. The requirements of the hotel and its guests are constantly changing, so we have to meet the requirements for flexible monitoring options too,” said Mr. Mario Gärtner, head of the IT department at the Estrel Hotel.

## The Challenge

Before starting the project, several separate video management systems of varying generations were in use at Estrel Hotel. The systems were not centrally manageable, and they offered only limited possibilities to adapt to the ever-increasing technical and logistical requirements linked to the variety of different camera systems.

## The Solution

Several completely new servers with the latest version of the Mirasys software were installed. Estrel Berlin received a complex, extensible system that largely endorses the growing requirements. It includes easy to use features such as Live View, search and playback functions for technically inexperienced staff. It has centralised remote management as well as a possibility to use mobile devices, for example, for effective deployment of security forces.

During the process the security system converted to IP only infrastructure including the replacement of analog cameras. Now Estrel Berlin uses a solution that minimises external maintenance and the in-house IT department can perform basic maintenance or configurations themselves.

## The Benefits

The use of Mirasys software both minimises the maintenance and results in the productive use of the security personnel deployed, leading to a fast ROI.

Mr. Mario Gärtner, head of the IT department at the Estrel Hotel, said: “With the Mirasys system, we now have an instrument with a powerful set of functions that allow us to monitor the diversity of facilities. In addition, we have an open possibility to expand the diversity and complexity of our security systems in the coming years. Ultimately, we have not only been able to improve the protection of our property, but also optimise the safety of the individual guest as well as the protection of major events.”

The privately owned Estrel Berlin is the largest hotel in Germany. It has 1.125 rooms and suites, five restaurants, three bars, a summer garden with a private landing pier, a modern fitness and wellness area as well as a small railway station offering special train rides.

Connected to the four star plus hotel is the Estrel Convention Center. Its total area of 15.000 square meters and over 60 meeting rooms offer ideal conditions for events of different size and type.

