



AD Network Video combines the world leading technology of the AD Group to deliver seamless security and safety solutions.

- Vertical Market: Hospitality
- Country: U.S.A.
- End User: The Fairmont Hotel

## Customer Challenge

The Fairmont Hotel San Francisco opened its doors on April 18, 1907, exactly one year after the great San Francisco earthquake created a four-day fire that consumed the city, and eventually gutted the hotel at the top of Nob Hill. Today, the 591-room, 4-star hotel encompasses 1,000,000 square feet – an entire city block. The main building, at 10 stories high, is only dwarfed by the 29-story tower, added in 1962.

Such a vast property requires a stringent security system to facilitate employee safety, asset protection and service to its many high-profile guests, which has included every President since Taft (except W. Bush), royalty, foreign heads of states, celebrities, and Fortune 500 leaders.

“When I began my research to replace the outmoded VCRs,” said Perry Miller, security director at the Fairmont, “I talked to many hotel and sports complex people. I soon narrowed it down to Dedicated Micros’ networkable BX2 Continuous Archive (CA) for its removable hard drives.” The Fairmont Hotel called upon Microbiz Security Company, a San-Francisco-based systems integration company that installs and monitors security systems and alarms.

## AD Network Video Solution

“We installed the first CCTV system in 1996,” said Todd Chritton, systems engineer at Microbiz, “with a matrix switcher, VHS recorders, multiplexers and cameras.

Upgrades included four networked Dedicated Micros BX2 (CA) 16-channel DVRs with 640GB of internal storage and CD burners and a Dedicated Micros KBS3 keyboard. The BX2s monitor cameras for interior public spaces and restaurants.”

The networked DVRs allow remote camera access from Miller’s client computer or from the central security control room, Miller said. “System improvements include an increased frame rate, higher resolution and the ability to simultaneously record multiple camera locations. Motion-based recording and remote monitoring complete the spectrum of our needs.”

The hotel’s Security staff has solved everything from locating misplaced bags to determining which vehicle damaged the loading docks’ rollup doors. They’ve identified employee violations, potential insurance fraud cases, and support local police with images of traffic accidents on surrounding intersections. “If we observe any suspicious activity,” Miller said, “we burn a CD and email images through a hotline network consisting of the San Francisco Hotel Security Director’s Association, that shares the images with member hotels and various law enforcement agencies.”

Case Study