

## Sun Resorts, Mauritius

*Sun Resorts Limited, a major hotel group based in Mauritius, includes some of the best hotels in the world. Their One&Only Le Saint Geran Golf and Spa was awarded 'Hotel of the Year 2002' by the Tatler Travel Guide, 'Best Overseas Spa Hotel in the World' by Conde Nast Traveller, and its Spoons des Iles restaurant was voted 5<sup>th</sup> best restaurant in the world by food specialist magazine 'Restaurant'. All hotels within the group are operated to ISO 9002 certification, and they all focus on excellence in all aspects of the hotel experience.*



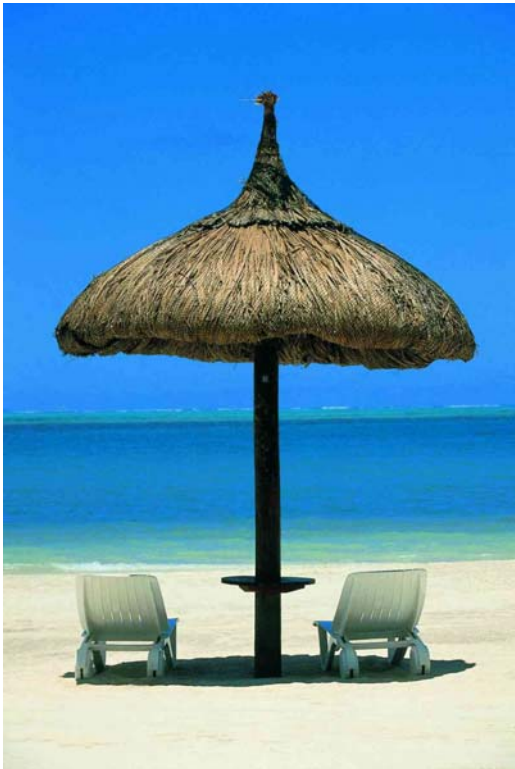
Part of the essential infrastructure of a large modern hotel is an effective CCTV system, and the hotels of Sun Resorts Limited in Mauritius are no exception. Over the last four years five hotels in the group have seen major upgrades to their security systems – the One&Only Le Saint Geran Golf and Spa, La Pirogue Hotel, One&Only Le Touessrok Golf and Spa, Le Coco Beach Hotel, and the Sugar Beach Resort.

The CCTV systems in each of these resorts have been installed through a partnership between the Mauritius CCTV specialists Electronic Security Ltd, the IT department of Sun Resorts, and CCTV manufacturer Vista and their distributor Norbain. Guito Prefumo, Sales Director of Electronic Security, explained his reasoning: “When you are installing systems at such prestigious hotels, the issues of quality and service level are of course paramount. That means excellence of quality in the design of the system and the equipment selected, and excellence of service level in the installation of the system and its ongoing operation and maintenance. The partnership we put together from the start of our relationship with Resorts Hotels has ensured that we meet these quality standards”.

## Electronic solution

The story began some four years ago when the client identified the need to switch the balance of security at its hotels from one mainly based on manned guarding, with a small VCR based CCTV network, to a predominantly electronic solution – a trend that is evident across the security industry. The new security systems focus on key areas:

- an image of every visitor to the hotel is captured at the point of arrival, including car numberplate if arrival is by car
- the very busy reception and bar areas, where significant cash transactions and foreign exchange handling takes place, are closely monitored
- the goods inwards bays are under constant camera view
- there is 24-hour perimeter protection
- the guest areas are discreetly monitored, ensuring that everyone who stays at the hotels is provided the highest level of security and comfort



The camera systems at each hotel all connect to a central control room. In total there are over 130 cameras at the five hotels, and the images are fed to four digital recorders in a central control room. The group's LAN then allows access to the CCTV system to authorised management users, who view the images as required on PCs over the IP protocol LAN.

## Close partnership

The IT Director of Sun Resorts Ltd, Manoj Hanoomanjee, was the architect of the system, specifying the requirement, undertaking some of the design, and selecting the installers. "We installed all the infrastructure side of the CCTV system internally, and then had a very close partnership with Electronic Security in its specification and design. They then undertook the equipment selection and the implementation. We've worked in partnership with them over a number of projects now, and we have confidence that they deliver consistent results, select the most appropriate hardware, and that their suppliers are totally reliable. Such reassurance is invaluable to us."

The external cameras at the hotels are high resolution day/night Vista VPCMX, an extremely popular camera for 24 hour external applications, with some augmented by 300 watt infrared lamps for improved night vision. The internal cameras are all GBC SD600A, a very discreet unit that fits into a smoke detector housing. The four digital recorders are Vista Triplex™ Columbus units with 320 gigabytes of storage and 16-channel ethernet output. The recorders are backed up by VAID units - Vista Array of Independent Disks, providing additional archive storage. Viewing over the LAN is achieved through Vista WaveReader software, the management software used to view live and recorded images from a Triplex™ Columbus unit over a LAN or WAN. Each hotel site covers a large area with distances up to 2 kilometres, and so the network uses NVT technology to cope with the distances. All the equipment was supplied by Electronic Security and their UK suppliers Norbain.

Manoj Hanoomanjee looked at the benefits that the system is delivering to his hotels. "The move from manned guarding to electronic surveillance has worked very well for us. First, there is no doubt that there are many security issues in hotels that are quite simply much better dealt with by cameras than by guards, giving a greater level of accuracy and reliability. Not only are cameras more effective, but they are also preferred by our guests – overuse of guards can create an oppressive atmosphere, whereas a secure system based on discreet cameras gives the same level of reassurance to guests without any downside.

**"In operational terms, our new system runs very smoothly"**

**Manoj Hanoomanjee**



“In operational terms, our new system runs very smoothly. Not only are our guests very happy with it, but from a management point of view we can be sure that all our staff are where they ought to be and doing what they should be doing. In the event of any problems, we can provide evidence of what happened, and take action. When we want to review an incident the Vista Triplex™ recorders are far preferable to our previous VCRs, giving excellent search capabilities. There is also now no time overhead of tape rotation and tape management. Finally, we make financial savings – the new systems are not just more effective, which means indirect savings. They also cost less to operate.”

Of course the smoothness of the system as it now operates is only possible through rigorous attention to quality throughout the installation process. Guito Prefumo underlined the project management issues that are faced in major installations such as this. “Successful project management is about delivering to spec on time and on budget, and that is what we’ve achieved in each phase of our work with Sun Resorts. But we can’t meet deadlines unless our equipment supplier meets deadlines, and that is where we can rely on Norbain. We know the delivery lead times, and we can count on these to be met. It’s not always easy to get suppliers to meet deadlines, with all the customs paperwork and other factors that prejudice timescales, but Norbain knows the international business and consistently delivers.”

### **Highest standards**

Paul Ramsay, Norbain’s Divisional Director of Export summed up: “We have years of experience of supplying equipment to CCTV installers around the world, and this work for Sun Resorts certainly ranks with the best. Electronic Security can be very proud of the systems they have installed in these world-leading hotels. We feel that both they and Norbain have been judged against the highest standards in the industry, and we’ve both met that challenge completely.”