Atlantis, The Palm
Protecting Dubai’s Iconic Resort

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John Raath
VP Security, Atlantis, The Palm

Security Integration specialist Radclyffe Global Security (RGS) of Dubai has recently completed the first phase of improvement of CCTV coverage at the prestigious Atlantis, The Palm resort, on Dubai’s Palm Island. Involving a significant expansion to the camera count, the latest evolution of the camera network at the resort includes the Synectics Synergy command and control platform.

The challenge
Opened in 2008, Atlantis transports guests into a dazzling, imaginative world. Encompassing a 46-hectare site, The Palm resort comprises 17 hectares of water-themed amusement at AQUAVENTURE, extensive fresh and salt-water pools and lagoon exhibits, an open-aired marine habitat, a seemingly endless stretch of beach, luxury boutiques, numerous dining choices (including three celebrity chef restaurants), an exciting nightlife experience, ShuiQi Spa & Fitness Centre, and 5,600m² of meeting and function space.

With an existing CCTV network of over 500 cameras, Atlantis’ management were looking to double their on-site camera coverage to conform to the latest local legislation regarding the placement of surveillance cameras.

The solution
Providing the winning tender with a competitive quote and high-quality component specification, RGS fitted 533 additional Axis IP cameras at the Atlantis, The Palm, covering all aspects of the building including all corridors and stairwells.

“During the installation process, it was important to complete the work quickly and without intruding on the daily operation of the hotel or the guests’ enjoyment of their stay,” explains Brett Plumbridge, Consultant. “It was also important that we installed technology that would deliver on its technical promises. We specified the Synectics Synergy command and control platform for the additional camera network, and demonstrated its capabilities via a comprehensive on-site demonstration by the Synectics technical team. Using quality best-of-breed solutions such as Synergy, we can be assured of their performance when installed on-site.”
Connected to the on-site control room via a dedicated IP network, the new cameras are controlled by seven operator positions, and recorded via Synectics PSN technology with more than 350Tb of storage, utilizing the latest H.264 compression technology. “The Synergy review environment means playback of any potential incident is instant and of the same superb quality as the live footage,” adds Brett. “This was very important for the hotel’s management and a key requirement in the original design brief – one that we were able to assure them would be delivered by employing Synergy.”

The CCTV system fulfills many different roles at the resort. Security is a primary role, with the high-resolution images from the cameras used to support a manned guarding team that can be deployed to any part of the site at a moment’s notice. “Guest reassurance whilst they enjoy their time at the resort is a priority,” explains John Raath, VP Security, Atlantis, The Palm. “The extra cameras and the image quality we are experiencing from the new system are now providing the ultimate level of coverage to help ensure that our guests feel safe, wherever they are in the resort.”

“The comprehensive camera coverage is also imperative to site management,” explains Brett Plumbridge. “With such a large resort, the servicing, deliveries, and daily management of housekeeping at the site needs to be very organized. With high-resolution images coming into the control room from all areas of the resort, its management can keep a close check on housekeeping procedures in any area of the business, at the touch of a button.”

Even the Ambassador Lagoon, the resort’s 11-million-liter marine habitat, is now included in the CCTV coverage, with the high-resolution images ensuring the well-being and condition of all marine life and their habitat at the resort, 24/7.

Phil Longley, Vice President of Synectics, says: “We are very proud to assist such a prestigious site with their electronic surveillance, and pleased that our Synergy platform is forming the cornerstone of the CCTV command and control at Atlantis, The Palm.

“The success of the new Synectics-based camera system means that we now plan to migrate the existing camera network over too,” concludes Brett. “We have already employed Synectics encoders to encode signals from some existing analog cameras, in addition to employing NVT NV-208A-M single channel passive transceivers to convert many cameras from coax to UTP (unshielded twisted pair) video transmission. This has significantly improved the quality of images received in the control room.

“This latest phase has doubled the CCTV coverage enjoyed by the security team at Atlantis and increased the image quality of the existing camera network. It will now form the basis of an ongoing plan to migrate all cameras at the hotel across to the latest Synergy command and control platform.”

PROJECT DETAILS

Client
Atlantis

Location
Dubai’s Palm Island

Integrator
Radclyffe Global Security

For further information on the products, services, and systems offered by Synectics, visit synecticsglobal.com.

PR contact
For further editorial information, please contact:
E: press@synecticsglobal.com

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Synectics
sales@synecticsglobal.com
synecticsglobal.com