Surveon Secure the Safety for Airline Catering Service Provider in Hong Kong

As a leading catering and provisioning service provider for airline industry, it goes without saying that food safety and operational security are the major factors to keep the business going. Providing such services for one of the busiest airports in the world can only raise the bar for a perfect service to satisfy millions of passengers onboard. As a result, how to ensure the preparation of food and non-food items is processed under strict regulations has become crucial for their daily operations. With Surveon's comprehensive surveillance solutions, including high-resolution network cameras, professional megapixel recorders and enterprise-level video management software, the service provider can easily monitor important working areas at any time to make sure their service can be delivered on time with top quality.

Customer

With more than 100 locations in the world, the branch in Hong Kong provides catering and provisioning service for airlines with flight services in HK airport. From basic beverage and snack assembly to fresh food for full-scale catering, the company stands out for their operational and culinary excellence with satisfactory experiences from passengers. In order to maintain their position as a trusted supplier, the service provider needs to find a reliable and intelligent surveillance solution to efficiently monitor working areas where food safety and facility inspection needs to be close and constantly checked to comply with all necessary location-specific regulations.

Challenges

Wide Monitoring Area
Located next to Hong Kong Airport, the service provider sits on a building with facilities used for various purposes like food preparation, preservation, inventory or packing. Working areas like kitchens, warehouses, loading areas, conference rooms need to be spacious enough to accommodate all related materials needed for busy flight schedules in Hong Kong. With different surveillance requirements of these areas, the provider must deploy different solutions to keep everything under control.

Well-integrated Cameras, NVRs and Alarms Management
For locations like production areas or kitchens, access restrictions need to be taken consideration due to sanitary concerns. Moreover, the potential risk during cooking, such as fire, also needs attention from time to time. To eliminate possible accidents in the production areas, the surveillance system needs to be well-integrated with access control or high I/O to warn the security guards to take proper action in time.

Solutions

Surveon High-resolution Network Cameras
The project adopted a variety of camera selection on the site, including 2MP indoor dome camera CAM4311S2 with Sony Exmor sensor and audio in/out to record clear image and assist in managing the staff in the kitchens and outdoor dome cameras CAM4361LV with 3-axis support, providing a wider coverage to prevent any

Summary

Customer:
Airline Catering Service Provider, Hong Kong

Project Needs:
- Wide monitoring area
- Well-integrated cameras, NVRs and alarms management
- High-resolution image
- Audio in/out
- 24/7 non-stop recording
- Stable Performance

Surveon Solutions:
Complete solutions with the following:
- CAM4361LV 2MP Outdoor Dome Network Camera
- CAM4311S2 2MP Indoor Dome Network Camera
- CAM4571RF 5MP Outdoor Fisheye Network Camera
- CAM7511 5MP Indoor Fisheye Network Camera
- NVR3308 Linux RAID Megapixel NVR
- Surveon Enterprise VMS

Surveon Solution Benefits:
- High image quality and reliability
- Less cameras, wider monitoring
- Reliable performance under high I/O operations
- Non-stopping recording for 180 days & easy video management
- 100% in-house design and production

![Surveon - Complete Megapixel Solutions]

suspicious people and vehicles from entering without authorization. Moreover, the 5MP indoor fisheye cameras CAM7511 and outdoor fisheye cameras CAM4571RF were also selected for their ability to cover wide areas with excellent image quality through dewarping functionality. These models provide smart WDR and 2D/3D noise reduction to ensure clear images under different lighting circumstances.

Professional RAID Megapixel Recorders

Supporting up to 64-channel 5 megapixel recording, the Surveon NVR3308 with 8-bay hard disks and RAID 1, 5, 6 data protection was chosen to provide large capacities for 24/7 non-stop megapixel recording and 180-day video retention period. Along with its all-in-one sleek design and low power consumption, the NVR3308 provides a simple, affordable yet professional solution for this case.

Enterprise Central Management

The NVR3308 also comes with Surveon VMS, offering rich services including camera control, live monitoring, recording, configurable playback, and alarm handling. Its remote viewing allows security guards to manage surveillance anywhere, preventing the incidents such as fire in time and safeguard the profits for the service provider.

Benefits

High Image Quality and Reliability

Surveon cameras provide excellent megapixel image quality with WDR to allow the service provider to recognize crucial details even under lighting contrast. Other function like ROI video cropping as well as low RMA rate also help save budget on bandwidth and maintenance expense.

Less Cameras, Wider Monitoring

The fisheye cameras provide 360 degree panoramic surveillance in the monitored area while camera with 3-axis also offers wider angle to make sure no detail will be missed. This deployment can make best use of the camera views for spacious area without having to install cameras corner by corner.

Reliable Performance under High I/O Operations

The embedded RAID accelerator in Surveon NVR3308 ensures up to 64-channel cameras have access to the required bandwidth when recording images, providing reliable performance with high I/O operations.

Non-stopping Recording for 180 days & Easy Video Management

NVR3308 provides large capacities for 180-day non-stopping recording and RAID function for zero video loss. With remote monitoring and centralized management, operations become easier and surveillance costs can be reduced.

"There is no hassle to search hardware and test compatibility since we deployed Surveon's end to end solutions. We are satisfied with the performance and image quality of the surveillance system which have facilitated the food safety and security of the business operation that are crucial for this industry." said the managing director for the surveillance deployment in the service provider.
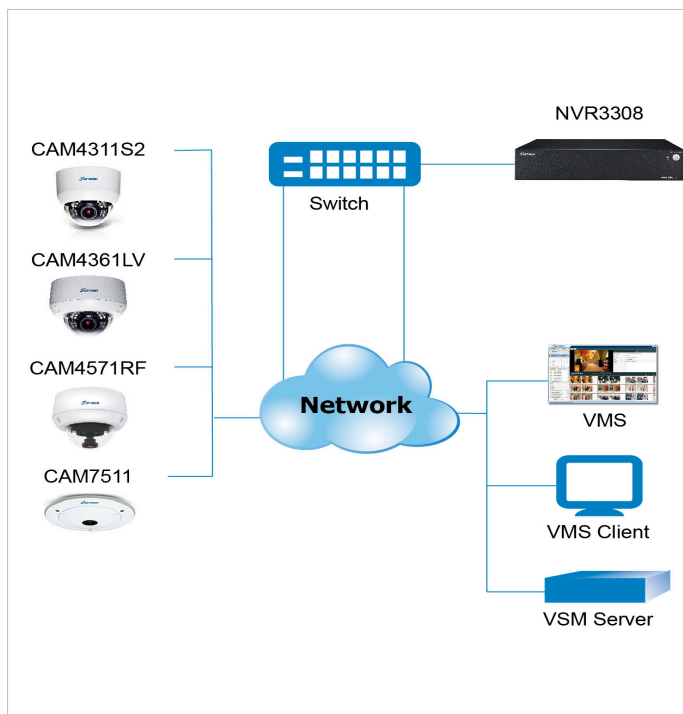

Figure 1: Distributed Architecture

About Surveon

Surveon Technology offers end-to-end network video surveillance solutions that showcase our expertise in professional camera design, RAID NVR, high-availability video storage, embedded firmware and video management software. All Surveon products are designed in-house and manufactured on our ISO 9001 and ISO 14001 certified production site to ensure the highest quality for our partners.