NewAirpark car parks elevate the customer experience thanks to intelligent solutions from MOBOTIX

NewAirpark is a car park ideally located between Basel-Mulhouse airport and the train stations of Basel, Mulhouse and Saint Louis and close to the A35 motorway. With more than 700 spaces, the car park accommodates the vehicles of passengers/transit travellers who access these different transport hubs by free shuttle bus from the car park.

NewAirpark faces the challenge of its expansion

Created in 2017, NewAirpark has recorded a growth in its attendance. To absorb this influx of new passengers and increase its capacity, the company has undertaken the construction of a new car park with 700 spaces. At the same time, NewAirpark has built a new building on the site to house the company's new headquarters, including a reception, offices and business premises.

To secure these extensions and replace a faulty video installation dedicated to the reading of plates at the entrance and exit of the existing car park, the company turned to Horizon Security, an installer of video protection solutions and a MOBOTIX partner.

During the study of the need, Horizon Security identified opportunities to optimize the service, made possible by MOBOTIX video solutions. Horizon Security has thus met NewAirpark's initial objectives, while allowing the car park management company to improve the customer experience - from their registration on the booking platform, to their exit from the car park - and to optimise access control at the entrance and exit of the car park and customer billing. The MOBOTIX video device installed on the site also allows NewAirpark to minimize financial losses, billing errors (previously based on the customer's initial declaration) and loss of productivity caused by fraud (false claims of damage).

The new MOBOTIX video surveillance system: new opportunities for NewAirpark and a smoother customer experience

To meet NewAirpark's needs, Horizon Security has supplemented the existing system with 20 new latest-generation MOBOTIX cameras, both indoor and outdoor, connected to the MOBOTIX HUB open management platform. To streamline access control and optimize the customer experience, two MOBOTIX M73 cameras equipped with the Vaxtor License Plate Recognition App – a license plate recognition system developed by MOBOTIX partner Vaxtor – were positioned at the entrances and exits of the car park. When customers check in via

Key Data

Industry

Parking and Transportation

Partner

NewAirpark

NewAIRPARK.com
Déposez votre véhicule en toute confiance

Timeframe

2022

Solutions

M73, S74, D71, Vaxtor License Plate Recognition App & MOBOTIX HUB

> "
> Horizon Security was able to meet our needs and exceed our initial request to optimize security and processes on our site thanks to MOBOTIX solutions.
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> *Laurent Girardier,*
> *Manager of NewAirpark*

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the NewAirpark booking platform, they indicate their registration, the type of vehicle, the duration of occupancy, and proceed to the payment. This information is automatically transmitted to the cameras via MOBOTIX HUB, which allows or blocks access. Thanks to this system, the company can prevent any fraud by ensuring the compliance of the information provided by the customer and block the exit if they are not up to date with their payment.

To secure the car parks, Horizon Security has also installed five S74 Ultra LowLight Day&Night cameras (four of which have a panoramic view) and four D71 cameras at the entrance and exit to cover the entire car park day and night. Thanks to the high-quality images of these cameras, the company is able to check the general appearance of the vehicle when entering and exiting the car park in the event of an incident.

To secure the new building, Horizon Security has implemented video surveillance and access control systems at the eight entrances and exits. Each badge reader was paired with Mx6 series cameras via MOBOTIX HUB. This interface with access control makes it easy to find videos associated with these events and to offer a more precise management of events.

The flexibility and adaptability of MOBOTIX HUB for process optimization

For camera management, Horizon Security has chosen the open video management platform MOBOTIX HUB. To manage the existing device as well as the new MOBOTIX cameras from a single platform and simplify the work of operators, Horizon Security selected MOBOTIX HUB L4, supporting all ONVIF-enabled MOBOTIX video systems and with an additional 10,000 cameras and peripherals.

The choice of MOBOTIX HUB was also motivated by the possibility of interfacing the platform with other facility management systems related to site security; access control and the booking platform. The proliferation of interfaces made the processes as well as the work of the operators more complex. "We sat around a table with representatives from MOBOTIX, NewAirpark and its booking and access control platform publishers to develop two APIs to interface these solutions with the MOBOTIX HUB open video management platform," explains Serge Hazoumé, Head of the Video Protection & Access Control Department at Horizon Security.

The operators were trained by a partner in the use of the platform to learn how to use the platform and thus exploit its full potential. This all-in-one solution thus provides working comfort for operators and optimises processes. Incident investigation is facilitated and accelerated, and vehicle access control is streamlined and reinforced. The scalability of the platform also allows NewAirpark to cover future needs in terms of security, safety or to exploit other possibilities offered by intelligent video.

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