

Case study



**AVIGILON™**

# Hole-in-one security for state-of-the-art golf facility

Avigilon Alta & Studio Golf 24/7 case study



**MOTOROLA SOLUTIONS**



A premier indoor golf facility based in New South Wales, Australia, Studio Golf 24/7 offers around-the-clock access to a cutting-edge golf simulation and training experience. With a loyal customer base of over 100 members, this state-of-the-art facility was established in response to a growing community of golf enthusiasts and a lack of available facilities.

It provides advanced technology, professional coaching and a welcoming environment for golfers of all abilities in a weatherproof space where members can practice, train and enjoy the sport at their convenience.

With a business model centered on continuous, premium access, the facility required a comprehensive security solution to ensure a seamless, high-value experience for members while upholding stringent safety and security standards.

Avigilon, a part of Motorola Solutions' technology ecosystem, emerged as the ideal partner, with the Alta cloud security suite uniquely capable of delivering on the critical requirements of Studio Golf 24/7, including all-hours access control, robust remote video security and effortless integration with its existing membership application.



## Customer profile

Studio Golf 24/7, New South Wales, Australia

## Industry

Commercial

## Solutions/Technology

- Avigilon Alta Access
- Avigilon Mullion Smart Keypad Reader
- Avigilon Alta Video VMS
- Avigilon dome cameras

## Benefits

- By integrating Alta Access with the member management system, Studio Golf 24/7 has enhanced site security and helped ensure only authorized members and staff can access the facility.
- The cloud-based Alta Video solution provides real-time visibility into facility access and occupancy.
- The Alta security solution has increased member satisfaction by streamlining the entry process.



# Challenges

## Maintaining a secure facility and seamless access

A primary concern for this 24/7 facility was establishing a robust security posture to deter criminal activity and help ensure members felt safe even when staff weren't on-site. With individuals coming and going at all hours, it was crucial to create an environment free from unauthorized access, theft or misuse.

Without modern video security and access control, the business may have been exposed to significant risks, potentially requiring costly on-site staff to guard the facility and prevent incidents. The goal was to achieve a high level of security without compromising the convenient access that is a cornerstone of its premium member experience.

## Security and efficiency without on-site staff

The company also faced the significant challenge of remotely managing all security and operational aspects. An advanced access control system was crucial in reliably granting entry to authorized members with reservations, while simultaneously providing robust remote management capabilities.

Without this solution, the business would have been forced to hire personnel to manage entry points physically, authorize member access and observe activity around the premises, potentially leading to increased staffing costs, reduced operational efficiency and a cumbersome experience for its members.



# Solutions

## Avigilon Alta

Seeking a complete security solution that could integrate with its membership software and enable it to run its facility unmanned, Studio Golf 24/7 selected Avigilon Alta, part of the Motorola Solutions safety and security ecosystem.

Avigilon Alta is a complete portfolio of cloud-based video security and access control products and services, including cameras, a video management system (VMS), access readers and more. With this cutting-edge technology suite, Studio Golf 24/7 implemented the following:

- Alta Access
- Mullion Smart Keypad Reader
- Alta Video VMS
- Dome cameras

### Access control

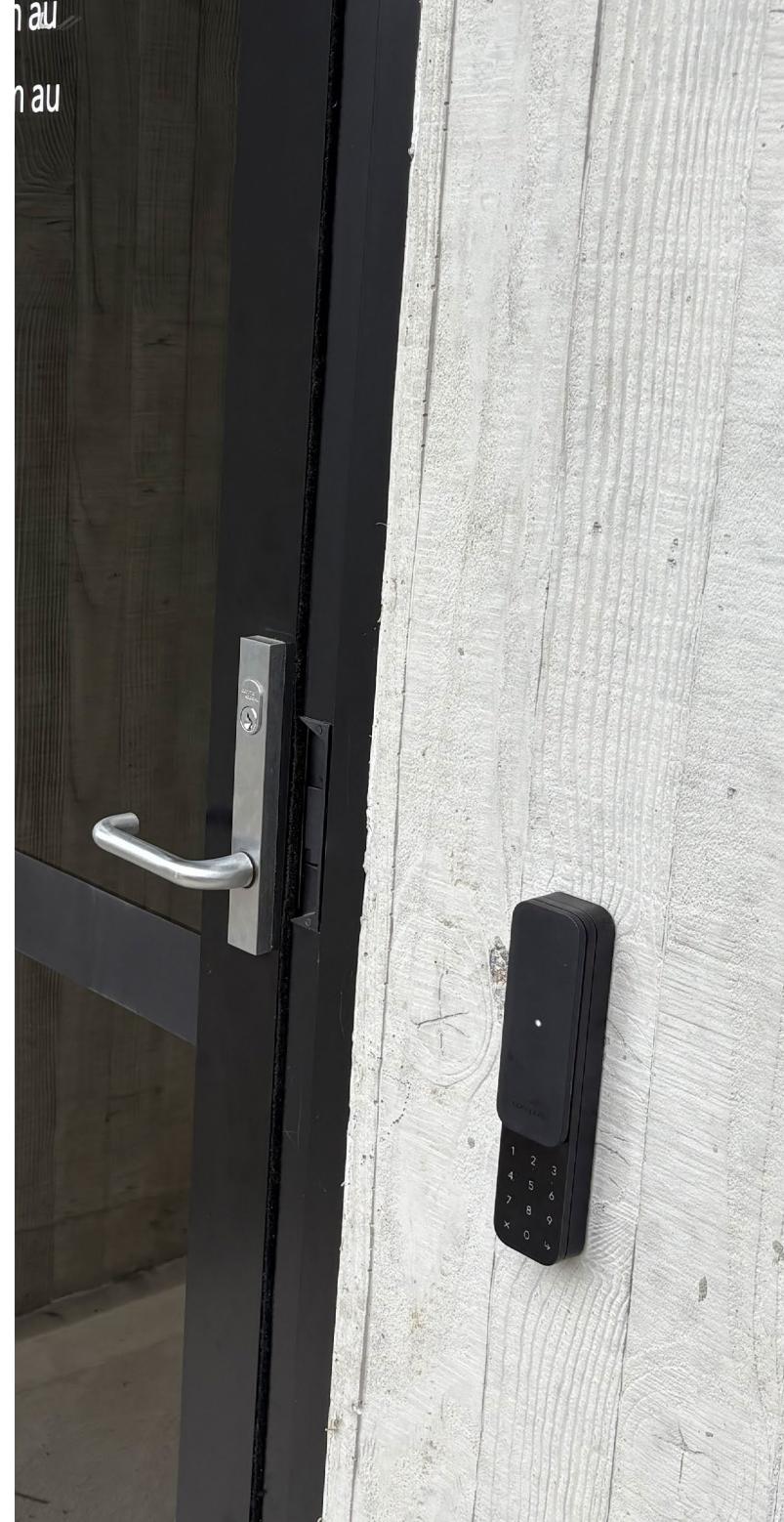
Alta Access is a fast, flexible and future-proof access control solution with reliable mobile capabilities and intuitive software.

This cloud-based solution makes getting in the door simple and secure, removing the need for onsite manual checks by staff, which helps lower staffing costs. Its remote management capabilities also help managers respond quickly to potential issues remotely.

The business has installed the Mullion Smart Keypad Reader, helping to secure its facility with an easy-to-use device for credentialed users and visitors at its main entrance. The reader is built to last, featuring a capacitive touch keypad that helps prevent wear and tear and spoofing. Furthermore, Alta Access seamlessly integrates with the business's member management system.

### Video security

The Alta Video solution, comprising the cloud-based VMS and dome cameras, provides comprehensive coverage of its premises and supports the business's requirement for remote video security management. This enables the owners to observe real-time site activity from anywhere, at any time.



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Not only are our premises secure from threats, but our members are extremely happy with how simple it is to access our golf facility.

– Harrison Bond, Owner of Studio Golf 24/7



# The benefits

## Secured facility

By integrating Alta Access with the member management system, Studio Golf 24/7 provides seamless access to staff and its members with reservations, while keeping unauthorized individuals locked out of the facility. Members with bookings simply need to input unique PIN codes on the Mullion Smart Keypad Reader situated at the entrance to access the facility.

Moreover, the business has the option to enable Alta Access' unique Wave to Unlock capability, whereby the user simply waves their hand in front of the reader while their phone is on their person for easy access. This access method involves the reader combining Bluetooth and motion detection to recognize and authenticate mobile credentials.



I can't praise the Avigilon Alta solution enough! It ticks all the boxes for effective security and convenient access for our valued members.

– Harrison Bond, Owner of Studio Golf 24/7

## Improved visibility

The Alta Video system provides the Studio Golf 24/7 team with extensive visibility into facility access and occupancy. This coverage delivers enhanced insight into who is present within the facility and at what specific times.

Moreover, the AI-enabled dome cameras can detect and alert management via the Alta Video VMS of potential suspicious activity that requires their attention. These capabilities significantly bolster the overall security of the premises, creating a safer environment for both staff and members.

Studio Golf 24/7 also benefits from the unification of video and access with Avigilon. Now, if management gets an access alert, they can quickly navigate to the Map View tool in the Alta Video VMS to review video footage of the event. This comprehensive solution provides greater situational awareness, faster response times and simplified operations.

## Increased customer satisfaction

The new Avigilon security solution has increased member satisfaction by providing a streamlined, hassle-free entry process. This means members with reservations can quickly gain access, without any friction points, and start enjoying their golf experience without delay.

Not only does this enhance their overall experience with Studio Golf 24/7, but this positive impact on member satisfaction fosters loyalty and encourages repeat business. Additionally, the enhanced security measures contribute to members' peace of mind, reinforcing that Studio Golf 24/7 is a secure and well-managed facility.





## Conclusion

Studio Golf 24/7 has successfully addressed its security and operational challenges with Avigilon's Alta cloud-based security solutions. Using Alta Access and Video has helped provide a secure, efficient and customer-friendly environment.

This approach has bolstered security, enhanced member satisfaction and reduced operational costs. Implementing advanced access control and video security systems helps ensure reliable 24/7 access for members with reservations, deters criminal activity and provides real-time visibility into the facility's operations.

This strategic investment in technology has enabled Studio Golf 24/7 to operate smoothly without on-site staff, delivering a seamless and secure experience for its members.

To learn more, visit: [www.avigilon.com](http://www.avigilon.com)



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