



Modernizing public safety with a robust video security solution

Pattaya City Hall, Thailand

Located on Thailand's eastern Gulf coast and home to over 100,000 residents, Pattaya is a popular travel destination, attracting tens of millions of tourists each year. This high concentration of people means Pattaya City Hall is constantly working to manage local affairs, including safety, healthcare and public utilities.

Bolstering security is at the heart of City Hall's drive to enhance safety for residents and build greater trust among travelers, with video security operations playing a vital role. But after experiencing challenges with its existing system, the agency recognized the need for a system overhaul to introduce the capabilities needed to achieve its safer city goals.

Customer

Pattaya City Hall, Thailand

Industry

Government

Solutions

- Avigilon Unity Video VMS
- Avigilon bullet cameras

Benefits

- Pattaya City Hall has greater coverage and awareness of events occurring in the city, enabling faster responses to incidents.
- The Unity Video VMS's user-friendly interface enhances operator efficiency. The team can quickly obtain high-quality video evidence, helping streamline public service delivery.
- The Unity solution has improved system stability and reduced maintenance costs, boasting an operational rate of over 99%.

Challenges

Unreliable video security

Pattaya City Hall faced significant challenges because of limitations in its previous video security infrastructure.

The system experienced periodic downtime and required constant maintenance, leading to increased time and resource demands. These issues directly affected the efficiency of incident investigations and evidence collection.

System instability also posed risks to public safety, particularly during periods when the system was not fully operational. This could've resulted in the loss of critical video evidence in cases of accidents or security-related incidents. Without system improvements, Pattaya City may face growing security limitations, rising maintenance costs and increasing public expectations.

To address these challenges, a system upgrade was needed. Its aims were to enhance overall stability, improve recording performance and strengthen the city's ability to manage public safety effectively.

Solutions

Avigilon Unity

To help deliver its Smart & Safe City policy and enhance safety for both residents and visitors, Pattaya City Hall selected the Avigilon Unity on-premise video security suite from Motorola Solutions.

Unity is a fully integrated and scalable physical security suite that includes cameras, video management software (VMS), video analytics, video infrastructure, access control and more.

Managed at its City Hall Control Center, the agency procured the following technologies:

- Avigilon Unity Video VMS
- 940+ bullet cameras

The Avigilon bullet cameras were installed at over 500 locations across the city, including public parks, highways, schools, pedestrian areas and popular tourist destinations, such as Jomtien Beach, Pattaya Beach and Wong Prachan Beach.



We are dedicated to implementing the Smart & Safe City policy by upgrading the security system using intelligent technology provided by Avigilon. Our goal is to establish a safe city, thus enabling both residents and tourists to feel secure.

– Poramet Ngampichet, Mayor of Pattaya

Benefits

Enhanced safety

Pattaya City Hall has seen several operational and public safety benefits thanks to the deployment of the Avigilon Unity video security solution.

With more than 940 cameras across over 500 locations, the agency's video security operators have greater coverage and enhanced awareness of events throughout the city. This enables the city's security team to respond quickly and proactively before incidents escalate, marking a significant step toward improving overall security.

Another key advantage is the Unity Video VMS's user-friendly interface, which has improved the efficiency of operators and city officers. Its intuitive design allows them to quickly access high-quality, clear video evidence, streamlining public service delivery and enabling more effective operations.

Furthermore, the Unity solution has enhanced system stability and reduced maintenance costs, achieving an operational uptime of over 99%. This ensures that the City of Pattaya can consistently provide reliable visual evidence, strengthening both public confidence and overall safety.



Today, our video security system has an operational rate of over 99%, enabling proactive prevention and immediate incident response.

– Poramet Ngampichet, Mayor of Pattaya





The comprehensive coverage provided by the Avigilon Unity solution helps ensure confidence and safety for everyone – day and night.

– Poramet Ngampichet,
Mayor of Pattaya

Conclusion

By implementing the Avigilon Unity video security solution, Pattaya City Hall has strengthened the city's position as a secure and modern global destination.

The deployment of a robust and reliable solution has enabled the agency to enhance overall system performance and address key security challenges, achieving an operational rate exceeding 99%.

The installation of over 940 cameras, managed through the Unity Video VMS, has significantly improved situational awareness across key public and tourist areas. This enables security teams to respond proactively to incidents while streamlining investigations and day-to-day operations.

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