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Avigilon Unity helps thrill seekers enjoy the world's best diving experience

Avigilon Unity & Deep Dive Dubai Case Study

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As the world's deepest and largest underwater attraction, Deep Dive Dubai is the go-to destination for divers of all experience levels. Featuring a sunken city, vehicles and unparalleled viewing areas, the 60-meter pool allows thrill seekers to enjoy a variety of diving experiences, including guided dives, that are sure to live long in the memory. Deep Dive Dubai has over 100 employees who help keep the facility running smoothly, ensure the safety of the approximately 1,500 monthly visitors and deliver the best experience possible.

Given the nature of the experience and the high number of visitors every day, Deep Dive Dubai's operations team understood the importance of safety and security, and that starts with a reliable video security solution. High-resolution imagery, low-light capabilities and simple maintenance are vital to the safe running of Deep Dive Dubai's operations.

Customer Profile
Deep Dive Dubai, UAE

Industry
Commercial

Benefits

- With the help of detailed imagery and the low-light capabilities provided by the Avigilon H5A Box cameras, Deep Dive Dubai's security operations team can efficiently monitor and detect events across their facility, including inside the pool tank.

- By utilizing Avigilon Next-Generation Video Analytics, Deep Dive Dubai can rest assured that incidents will not be missed. The AI-powered analytics automatically alerts security operators to potential threats, which helps to expedite response times to critical events.

- Avigilon Unity Video security management software delivers reliable real-time footage at the touch of the security team's fingertips and the ability to manage video operations from a remote location using Unity Cloud Services.

Challenge

Unreliable Video Security

Deep Dive Dubai's legacy video security system was simply not up to scratch. After undergoing the transition from analog to IP cameras, the solution was proving to be difficult to operate, with some cameras simply not working. As a result, the system was unable to provide the real-time footage that the security operations team needed to ensure the safety of divers and the security of the facility.

Equally frustrating for the security team was the inability to monitor the facility's video security remotely. This meant that operators were required to sit behind their desks in the control room and monitor video footage at all times to try and ensure that no incidents were missed. This took away time from the team's efforts to carry out other duties, such as providing access to secure spaces for their coworkers. As a result, productivity and team morale started to decline.

Low-Quality Video Footage

Even when the video security solution was operating correctly, the footage obtained from the cameras was poor. Low-quality, grainy imagery was making it challenging for the security team to monitor the pool's conditions and diver safety.

Compounded on top of this was that their security cameras were unable to adapt to low-light environments, making it tricky to effectively monitor activities in their deep dive pool, which has some challenging lighting conditions.

Difficult Maintenance Operations

With a 60-meter-deep pool tank, it is no surprise that any video security setup across the entire container required extensive cabling to ensure the security cameras were connected to the on-premise video solution.

What security teams don't want is this to create complex problems and costly maintenance processes, but this is exactly what Deep Dive Dubai's team was experiencing. With such extensive cabling across a vast facility, the team was finding it extremely challenging to diagnose and fix their security cameras deep inside their pool when an issue arose.
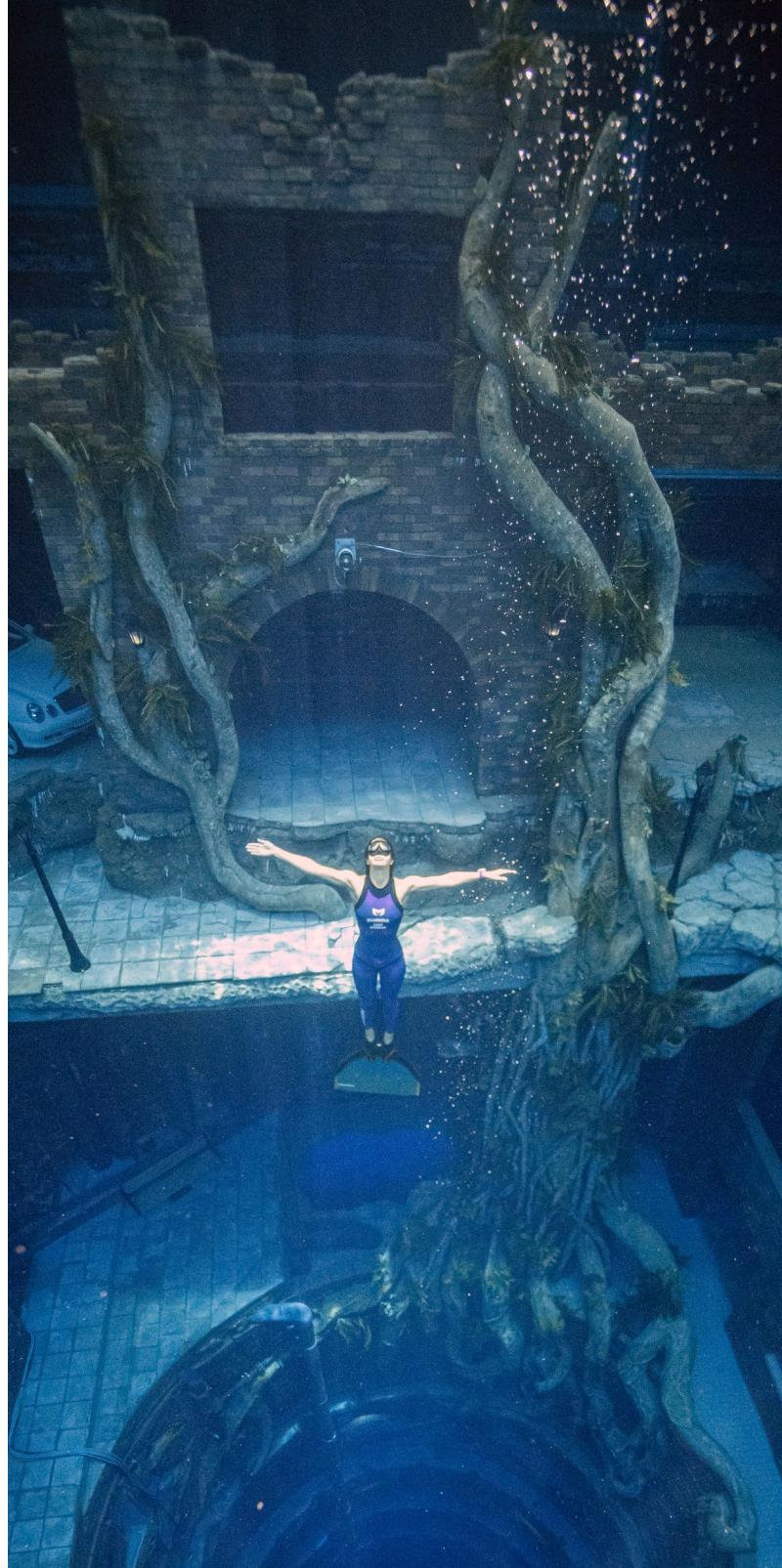
> " With crystal-clear video and a VMS that combines AI intelligence with cloud capabilities, we are better placed to effectively handle our security operations across our entire facility.
>
> **– Richard Lundgren, Technical Manager at Deep Dive Dubai**

Solutions

Facing these challenges, Deep Dive Dubai sought a video security system that would not only help them solve their current problems but also provide them with a future-proof solution that would help them navigate security challenges in the years to come.

The Avigilon Unity suite of physical security technology by Motorola Solutions was the obvious choice. Deep Dive Dubai procured a range of products from the Avigilon Unity suite, including 56 H5A Box security cameras, the Unity Video 7 video management system (VMS) featuring Unity Cloud Services and the AI NVR, a network recording appliance.

The choice of cameras was vital. It had to suit the unique security requirements of Deep Dive Dubai. The H5A Box cameras provide high-resolution footage, even in low-light environments, with up to 8 MP clarity and adaptive IR capabilities. Featuring Next-Generation Video Analytics, this

camera alerts security teams to threats. It accelerates response times to critical events by detecting up to 50 people or vehicles in a scene, even when stationary. This technology provides the reassurance that even if the security team doesn't see a potential incident, Avigilon's AI-powered analytics technology has its back by detecting it for them.

To support video management efforts, Unity Video VMS elevates the situational awareness of video security operators. It provides real-time insights, an intuitive interface that alerts operators to incidents and enables faster responses due to its intuitive nature. Finding footage and locating individuals and objects is simple, too, with the ability to discover what you're seeking in seconds with an easy search process combined with AI analytics. Added to this, Unity Cloud Services gives the security team the flexibility to monitor their site from anywhere, at any time, with a cloud-connected user experience that provides access to live and recorded video.

The Benefits

## Supporting the Safety of Divers

Thanks to the clear video, low-light and AI-powered analytic capabilities provided by the Avigilon H5A Box cameras, Deep Dive Dubai's security operations team can efficiently monitor and detect events across their entire facility. As a result, the team can now easily monitor the movements and safety of divers in the pool tank, regardless of the lighting conditions.

To ensure no incidents are missed, the camera's Next-Generation Video Analytics automatically alerts security operators to potential threats. Not only does this ensure safety and security across the facility, but it also expedites response times to critical events and ensures situations are brought to a safe conclusion.

Smoother Operations

The introduction of Unity Video VMS has revolutionized the security team's operations. With reliable video security footage at the touch of their fingertips and the ability to manage video operations from a remote location using Unity Cloud Services, Deep Dive Dubai can run its day-to-day operations smoothly and investigate incidents effectively.

In addition to enhanced video security management, maintenance procedures for the Avigilon security setup are much simpler in comparison to the legacy setup, in particular
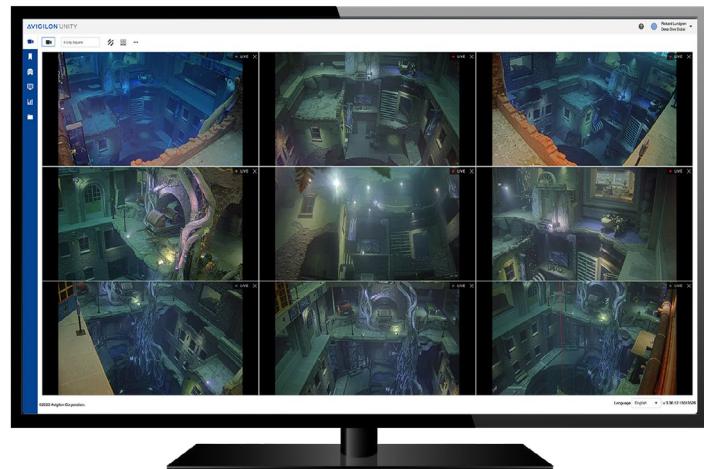
with the cabling of cameras within the deep pool. The cables are smaller, which makes them easier to maintain, not to mention that the total cost of the cabling for the Avigilon solution was a third of the cost of the legacy camera system's cabling.

Beyond safety and security, the real-time video security footage from the H5A Box cameras has helped Deep Dive Dubai run multiple online events for commercial purposes, including a recent collaboration with Stanford University, where a robotic underwater explorer took to the pool.

Conclusion

By investing in a future-proof video security system that will help it overcome today's and tomorrow's challenges, Deep Dive Dubai has seen a drastic improvement across its security operations. Utilizing the Avigilon Unity suite of technologies has enabled the security team to proactively detect potential threats and respond to any incident with informed precision.

In the coming year, Deep Dive Dubai looks to install more Avigilon cameras across their premises and see how the video security system can help them across their wider business, such as future commercial events.

> " Not only have we seen a vast improvement in safety and security across our facility, but Avigilon has helped us to achieve this at a third of the cost of the previous video security system.
>
> – **Richard Lundgren, Technical Manager at Deep Dive Dubai**

To learn more, visit:
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