

Milestone video surveillance creates a safe environment in Copenhagen's most exclusive nightclub

Every weekend visitors flock to the exclusive nightclub Karel van Mander in the heart of Copenhagen. Digital video surveillance technology from Milestone Systems ensures that guests can party without having to worry about theft, violence or discrimination.



The queue is long and the night is cold - but still young - and the air is thick with expectation of a good night with heavy dance rhythms and long glances. It is Copenhagen, it is Karel van Mander, one of the most exclusive nightclubs, where several hundred people party every weekend.

Karel van Mander opened in October 2008, and the people behind it are, among others, Morten Wagner, who is also behind the online dating site Dating.dk and Trendsales. The goal was to attract an exclusive and discerning audience, and today the nightclub is among

the few in Denmark which is listed in *The World's Finest Clubs*.

Pioneer for a safer nightlife

At the same time Karel van Mander's ambition is to be the standard bearer for a safer nightlife in Copenhagen, which has prompted the nightclub to introduce a series of constraints - to protect customers and employees alike.

"We register all our guests with name and address, and check their social security number. It is an invariable rule by Karel van Mander. It ensures that we know who our customers are, and it creates security among the guests as well as employees. If problems occur, we can quickly identify those involved and possibly give further evidence to the police", says manager Mads Damsgaard.

Also, in the coat check area guests are tracked when they arrive and when they leave. When delivering garments, guests are given an electronic coat check token, which is entered into the system and stored with their photo on video. Thus, one can very quickly check whether a jacket has been retrieved by its rightful owner or whether it was stolen.

Surveillance ensures a comfortable night

In addition to checking guests against police records of blacklisted people, the latest IP video technology is also being used. 60 cameras monitor the entire club, both on the street at the entrance to the stairs and inside the club. The video surveillance system was delivered and installed by the IT company Info-Connect, a Certified Milestone Partner, who specializes in surveillance solutions for casinos and nightclubs, among others.



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"We use technology throughout the registration process. When guests arrive, they are recorded by name and social security number, and their picture is taken. The image is exported through the Milestone video management software, making it possible to tag the video - and one can then follow a guest throughout the nightclub," explains director Rasmus Teilmann, Info-Connect.

The technology is based on Milestone Systems' open platform IP video management software, XProtect® Corporate. With just a few clicks, an operator can control all cameras simultaneously and view live or archived images. Additionally, the images can be exported if the police need to use them as evidence. The 60 Axis high definition (HD) cameras record at full frame rate, making it possible to see every detail of an incident. Karel van Mander only uses monitoring material reactively, which means that it is only used if a specific incident needs to be investigated.

The nightclub previously used analog video surveillance, but the quality was unsatisfactory, with unclear images and poor resolution - and this is a challenge in a nightclub, where the lighting is low. With the IP video surveillance platform from Milestone Systems it has become both easier and faster to review video material and to export it to a DVD, so police can use it if problems arise.



Discrimination - no thanks

It is not only about guarding against theft and fisticuffs among guests. Discrimination is a known problem, even in the Copenhagen nightlife - but it also happens that rejected people claim they have been discriminated against when doormen at Karel van Mander choose not to allow them entry.

"We are an exclusive club, and our guests know that they cannot enter if they refuse to register. In some cases we found that customers accused our staff of discriminating against them if they were turned away, for example, for not meeting our dress code, or if the club was too full. But at the entrance every movement is recorded with audio, so we can document exactly what was said and by whom - and it has solved many cases for us, without us having to involve the police," says manager Mads Damsgaard.



80 percent drop in reported cases

After Karel van Mander started using video surveillance technology from Milestone, it has experienced a decline of 80 percent of cases reported to the Copenhagen licensing board. So there is no doubt that it works.

"We are quite open about our video surveillance policy. We display it clearly, so everyone knows they are being watched. The fact that the extent of problems has dropped so drastically really shows that video

surveillance has a very positive effect - both for us and for guests of the club", says Mads Damsgaard.



About Info-Connect A/S

Info-Connect is the leading provider of integrated nightlife recording systems. Info-Connect has provided statutory registration systems for Danish casinos, among others, for more than 10 years. Info-Connect has continued to cooperate with industry players and public authorities to ensure a safe nightlife. Info-Connect was founded in 1993 and has an office north of Copenhagen.

About Milestone Systems

Founded in 1998, Milestone Systems is the global industry leader in open platform IP video management software. The XProtect® platform delivers powerful surveillance that is easy to manage, reliable and proven in thousands of customer installations around the world. With support for the widest choice in network hardware and integration with other systems, XProtect provides best-in-class solutions to video enable organizations – managing risks, protecting people and assets, optimizing processes and reducing costs. Milestone software is sold through authorized and certified partners. For more information, visit www.milestonesys.com



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