

"Qognify's (formerly part of NICE Security) knowledge of our industry and its previous success with similar organizations was most definitely a major factor in selecting them for this company wide project"

Dominick Flores, Project Manager,
Newbuild and Revitalization for Royal
Caribbean Cruises Ltd.

CUSTOMER INDUSTRY

Travel and Leisure

WEBSITE

www.royalcaribbean.com

LOCATION

Miami, Florida

BUSINESS NEED

Increase safety and security of the passengers on the ships by adding new video surveillance systems to quickly identify problems on the ships and to support incident investigations.

SOLUTIONS

NiceVision

THE IMPACT

It took less than 3 days to install and setup. NiceVision NVR9000 with existing and new IP cameras for a total of 400 cameras per ship.

ROYAL CARIBBEAN CRUISES LTD. (RCCL)

ABOUT ROYAL CARIBBEAN CRUISES LTD. (RCCL)

Royal Caribbean Cruises Ltd. (RCCL) is a global cruise vacation company that operates Royal Caribbean International, Celebrity Cruises, Pullmantur, Azamara Cruises and CDF Croisières de France. The company has a combined total of 35 ships in service and seven under construction. It also offers unique land-tour vacations in Alaska, Asia, Australia, Canada, Europe, Latin and South America and New Zealand.

THE CHALLENGE

Royal Caribbean sought to augment the video security capabilities it already had on its fleet for the purpose of increasing security and passenger safety while modernizing all of its 32 cruise ships. The total scope of the project includes almost 13,000 IP cameras on 32 ships that can be accessed remotely via satellite link from the main facility in Florida. Due to the size and scope of the project, the company evaluated 16 video recording vendors based on more than 100 different criteria to find the software-only video recording solution provider that best met its needs and would be able to interoperate with the existing technology infrastructure Royal Caribbean already had in place.

The purpose of the updated video management and recording solution was to have the capability to quickly identify problematic situations on its ships and to subsequently support any resulting investigations.

The company also needed the ability to monitor live video and recordings from any of the 32 ships as well as have remote access capability from its corporate headquarters in Miami, Florida. Remote access from any location was key functionality the company was looking for.



THE SOLUTION

RCCL has selected Qognify to be the vendor of choice for video management and recording solution for all 32 ships. The NiceVision software-only video recording solution is an open system and therefore was able to easily interface with the existing analog cameras and DVR's as well as support future migration to full IP video infrastructure. NiceVision is Qognify's complete, end-to-end solution for IP video security that supports IP mega-pixel and regular IP cameras that were selected by Royal Caribbean for deployment on cruise ships.

Flores added, "We selected Qognify* among 16 solution providers because of Qognify's* expertise of our industry, the right product feature sets, its involvement and commitment, and especially because its software-only application interoperated well with the other technical elements we already had in place on our ships."

The advanced networking capabilities like bandwidth throttling and level of service of NiceVision video management solution will enable RCCL headquarters personnel to remotely monitor and manage security and surveillance activities on the entire globally dispersed fleet. RCCL will also benefit from the NiceVision ControlCenter, which provides advanced real time event management, enhanced investigation tools, and is scalable to support large multi-user, multi-sites environments. It will provide RCCL with an event management dashboard that enables effective handling of incidents onboard and ensures the safety and well being of passengers.

*Formerly part of NICE Security



ABOUT

Qognify helps organizations mitigate risk, maintain business continuity, and optimize operations. The Qognify portfolio includes video management, video and data analytics, and PSIM/Situation Management solutions that are deployed in financial institutions, transportation agencies, airports, seaports, utility companies, city centers, and to secure many of the world's highest-profile public events. www.Qognify.com

Get in Touch: www.Qognify.com/get-in-touch

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