CASE STUDIES – DOYLES BRIDGE HOTEL

As a hospitality technology provider Vectron has worked with many hotels trying to keep up with technology and inadvertently creating a 'mixed bag' of hardware and software running operations such as Point of Sale and CCTV.

Doyles Bridge Hotel in Mordialloc was one such venue and needed to make a change. Over the last 12 months the hotel and Vectron have worked together to consolidate their Point of Sale and CCTV solutions. And along the way discovered and introduced new initiatives from loyalty through to CCTV data mining.

The Challenge
Point of Sale

Robbie Beaton, Doyles Bridge Hotel recognised the need for a consolidated solution that gave greater transparency to how the business was operating and streamlined stock management – from greater control, quicker reporting options and simplified stocktake.
CCTV

The existing CCTV system at Doyles Bridge was a mixture of SD analogue and HD IP cameras all running independently. Poor picture quality and complex system operations were the main issues to be improved, along with a brief to amalgamate all cameras onto a single user interface in the best resolution available.

The Solution

Installation of Vectron's Bepoz Point of Sale solution has provided one consolidated system across the venue. The ability to totally manage stock control within one system has eliminated the potential for errors. In addition Robbie and his managers now receive smart alerts, these live reports, provide quicker notifications and the ability to respond to tracking of suspicious transactions, pricing changes, stock levels or tills over cash limits.

The CCTV solution Vectron provided fully consolidated the current system increasing the 48 existing cameras to 60. The 48 SD analogue cameras were replaced with HD over coax cameras, which eliminates the need to change over cabling, this solution typically reduced Doyles Bridge cost by 50%. Additional IP cameras were introduced connecting to network cabling as per the existing IP cameras.

The Doyles Bridge staff feedback has been simply that the system is easy to operate and has advanced features that greatly assist in investigating any issues.

Beyond Results

While the two individual systems have provided great benefits and cost savings to Doyles Bridge, the two solutions are now interfaced.

Every Bepoz data transaction output is overlaid onto the respective POS terminal camera. This footage then has the advanced POS text search functionality, whereby the system is configured to automatically recognise user defined exceptions such as no sale, cancel or returned. This for example can filter all 'no sale' transaction from a particular operator or terminal, it builds a list then with just one click you can play back the footage with the transaction overlay.

'From Vectron's point of view we've loved working with the team at Doyles Bridge and help bring better management infrastructure to their operations' says James Verlaque, Vectron's National Sales Director.

'From the onset Vectron have provide not only great products that suited our needs, they have listened and ensured the changes along the way have been well managed', says Robbie Beaton, Doyles Bridge. 'We now have a great relationship and know the solutions provided have truly streamlined our operation'.