JW Marriott, Mussoorie
Walnut Grove Resort & Spa

![JW MARRIOTT logo]

Complete IT & Security solution deployment

[JW Marriott, Mussorie](#)

Business and recreational travelers demand safe and secure hotel accommodations and responsive and friendly customer service. How can hoteliers ensure that their property provides as secure an environment as possible, while maintaining friendly customer service?

Executive Summary

Timely execution of a large solution across huge hilly terrain in remote location is always a big challenge. Deploying products in tuff environmental conditions like heavy rains and snowfall to achieve project deadlines for on-time completion of entire project involving LAN Passive, Active, IT Hardware & Software, IP CCTV, Bollards & Boom Barriers.

Challenges

Being first JW Marriott Resort & Spa property in India, everybody was more than concerned about quality of work and fulfillment of

project timelines. Everything was to be accomplished as per stringent Marriott standards and in a given timeframe.

Though, Electronic Surveillance solution was already finalized on Analog technology and budgets were freezed, but client had very open mind for an advanced technology & understood the importance of latest IP Cameras based surveillance over an age old analog technology and decided to go ahead with complete IP solution but with budget constraints.

How Product Helped

Switched surveillance solution to IP platform using IP Cameras and NVRs while retaining basic tender specifications intact. Highly advanced HD cameras helped with wider coverage. Fine tuning of various critical configuration parameters by well-trained & certified technical resources helped in achieving crystal clear and crisp image quality.

Results, Return on Investment and Future Plans

Single vendor/point of contact for multiple services ensured better co-ordination for project team resulting in on-time delivery high quality standards.
Highly stable installation with minimum downtime, even in extreme outdoor conditions. Almost zero downtime for IT services.
Surveillance installation was rated one of the best in terms of image quality by Marriott team.

All this resulting in higher client satisfaction levels.

"Initially were on an analog CCTV system to which Sysware provided an IP solution on not more a big invetment, opening new doors to more secure and reliable environment"