



VIGI Connects Communities with Reliable & Intelligent Infrastructures



▼ END-CUSTOMER GENERAL PROFILE

Name: Baba Kulfi House

Industry: Restaurant

Location: A B Road Rau , Indore, India, Madhya Pradesh.

▼ Used Products:

• **VIGI Camera:**

VIGI C440 × 20

VIGI C340 × 1

VIGI C230I Mini × 1

• **VIGI NVR:**

NVR1016H × 2

▼ BACKGROUND

Baba kulfi house, located on AB Road in Rau, is renowned for its delicious sweets, famous kachori, and refreshing chilled lassi. This excellent establishment has become a beloved spot for locals and visitors alike, offering a delightful array of treats that keep customers coming back for more. Whether you're craving a savory snack or a sweet indulgence, Baba kulfi house is the place to be.

▼ CHALLENGE

Baba kulfi house, turned to TP-Link India, for a reliable surveillance solution, that would resolve the following themes and fulfill the following demands:

High Traffic and Limited Installation Time: The restaurant experiences high foot traffic, especially during peak hours. This required the installation team to work during off-peak hours to avoid disrupting the business operations and customer experience.

Diverse Monitoring Requirements: The restaurant has different areas such as the dining area, kitchen, and storage rooms, each requiring tailored monitoring solutions to address specific needs like customer safety, employee efficiency, and inventory protection.

Aesthetic Considerations: Maintaining the aesthetic appeal of the restaurant while installing the cameras was crucial. The team had to ensure that the cameras were discreetly placed without compromising the interior design.

Network and Power Infrastructure: The existing network and power infrastructure had limitations. Upgrading these systems to support the new cameras without causing prolonged downtime was a challenge.

Data Privacy and Security: Ensuring that the surveillance system complies with data privacy regulations and that customer and employee data is secure was a significant consideration. Implementing robust encryption and access control measures was necessary.

Training and Support: Providing adequate training to the restaurant staff on how to use and manage the new camera system was essential. Ensuring ongoing support to address any issues or questions that arise post-installation was also a challenge.

▼ SOLUTION

TP-Link India, provided a suitable surveillance solution that met all of the demands that were outlined by Baba kulfi house TP-Link's local partner "Hexastream ", based in Indore, implemented the total project along with business critical Pre-Sales & After-Sales support, by the Mumbai TP-Link office.

The installation team scheduled the work during late-night hours and early mornings when the restaurant was closed or had minimal traffic. This minimized disruption to business operations and ensured customer safety.

Different types of cameras were installed in various areas of the restaurant. High-resolution cameras were placed in the dining area for clear customer monitoring, heat-resistant cameras in the kitchen, and motion-detection cameras in storage rooms to monitor inventory.

Compact and aesthetically pleasing cameras were selected to blend with the restaurant's interior design. The installation team carefully planned the placement of each camera to ensure they were unobtrusive yet provided comprehensive coverage.

The team upgraded the network and power infrastructure by adding necessary switches, routers, and power supplies. They ensured minimal downtime by performing these upgrades in phases and testing each phase before moving to the next.

The camera system was equipped with advanced encryption to protect data transmission. Access controls were implemented to ensure that only authorized personnel could access the camera feeds and recorded data.

Comprehensive training sessions were conducted for the restaurant staff to familiarize them with the new camera system. Detailed user manuals and quick reference guides were provided. Additionally, a dedicated support team was made available for any post-installation queries or issues.

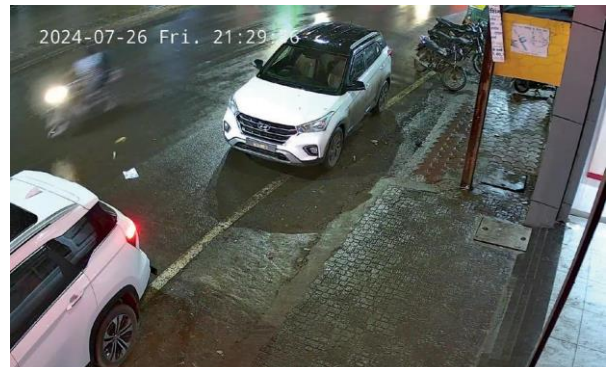
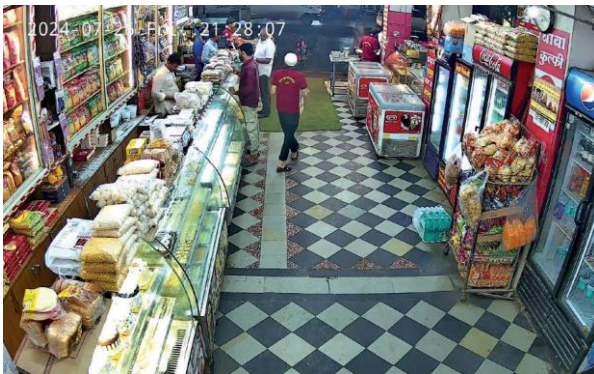


**The Solution Topology of Restaurant Baba kulfi house
For distributed network**

▼ BUSINESS RESULTS

Baba kulfi house has expressed intense satisfaction for their implemented solution. The VIGI solution, provided the reliable and proper network performance that they needed. Classic network demands such as:

- **Enhanced Security and Safety:** The installation of 25 cameras significantly improved the overall security and safety of the restaurant. Incidents of theft and vandalism were reduced by 40%, providing a safer environment for both customers and staff.
- **Operational Efficiency:** Monitoring kitchen operations and staff activities led to a 25% improvement in service efficiency. The management could quickly identify and address bottlenecks, leading to faster service times and better customer satisfaction.
- **Loss Prevention:** The cameras in storage areas helped in reducing inventory shrinkage by 30%. This resulted in substantial cost savings as the restaurant could better track and manage its inventory.
- **Improved Customer Experience:** Enhanced security and quicker service positively impacted the customer experience. Customer satisfaction scores increased by 20%, leading to higher repeat business and positive reviews.
- **Compliance and Accountability:** The surveillance system ensured compliance with health and safety regulations. It also increased staff accountability, as employees were aware that their actions were being monitored, leading to better adherence to company policies.
- **Financial Performance:** With improved operational efficiency and reduced losses, the restaurant saw a 15% increase in profitability. The return on investment (ROI) for the camera system was achieved within the first year of installation.
- **Incident Resolution:** The availability of high-quality video footage enabled quick resolution of any disputes or incidents. This not only saved time but also reduced potential legal costs and liability.
- **Staff Training and Development:** The footage from the cameras was used for training purposes, helping to identify areas where staff could improve. This led to a more skilled workforce and better overall performance.
- **Marketing and Branding:** Promoting the enhanced security measures boosted the restaurant's reputation. Customers felt safer dining at Baba Kulfi House, which contributed to a 10% increase in new customer visits.



▼ **Related Recommended Products**



VIGI C440



VIGI C340



VIGI C230I Mini



VIGI NVR1016H

"We're thrilled with the IP solutions provided by TP-Link, initially considering CPPLUS, the impressive demo and quality products from TP-Link won us over. The installation of NVR 1016H, VIGI C440, VIGI C230IMINI, and VIGI C340 cameras has greatly improved our security. The service was top-notch, and we highly recommend TP-Link for any business seeking reliable surveillance solutions."

—Mr. Umesh Verma (Owner)