

VIGI Supports Aquael Zoo in Poland by Enhancing In-Store Security and Optimizing Operational Efficiency

Project Scope

Provide a reliable surveillance system for one store

Customer Profile

Name: AQUAEL, Sp. z o.o.
Industry: Retail
Location: Kraków, Poland

Solutions

- VIGI C450 × 16
- VIGI NVR2016H-16MP × 1
- VIGI Cloud VMS

Aquael Zoo is a chain of professional pet salons that has been developing since 2009. The chain offers over 20,000 carefully selected items from well-known and reputable domestic and international suppliers. To enhance in-store security, Aquael Zoo has implemented the reliable VIGI surveillance system.

Comprehensive Security Solutions Eliminate All Surveillance Blind Spots

The store's T-shaped layout creates blind spots, preventing checkout staff from monitoring activity in adjacent aisles. To address this critical visibility gap, the implemented solution must provide unified, real-time monitoring of all camera feeds directly at the checkout counter, alongside continuous, simultaneous recording for comprehensive security coverage.

The store decided to install 16× VIGI C450 5MP turret cameras. These cameras capture every detail in full color, even in complete darkness, and offer corridor mode for an optimized viewing experience. Camera recordings are continuously recorded on the VIGI NVR2016H-16MP recorder. This model accommodates two hard drives, supports advanced H.265+ encoding, and enables up to 20 TB of storage. This allows for storing footage at full resolution for many months without the risk of overwriting.

Additionally, the recorder has 16× built-in PoE+ ports that power the cameras directly, eliminating the need for separate power supplies. This solution accelerates monitoring deployment and simplifies the network infrastructure.

Effortless Remote Management and Guidance with VIGI Cloud VMS

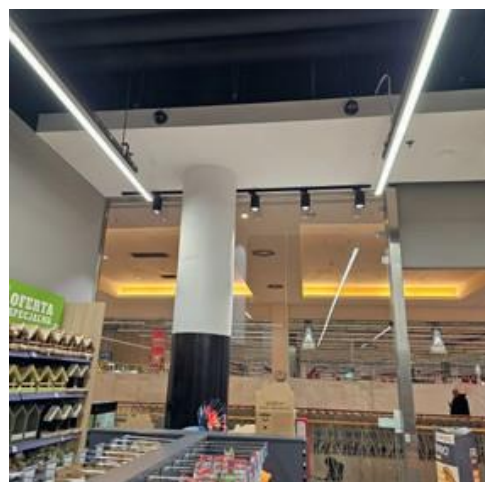
Thanks to the free, cloud-based VIGI Cloud VMS management platform and its dedicated mobile app, store managers can access live views and recorded footage anytime, anywhere.

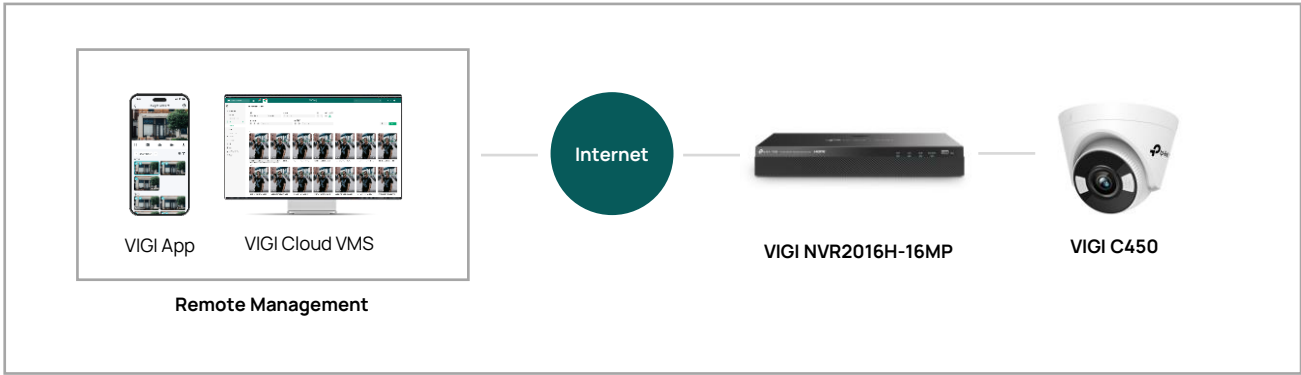
With this constant visibility, they can promptly identify operational issues, provide timely guidance and suggestions to on-site staff, and make decisions informed without delay. This seamless remote oversight and proactive management approach significantly streamlines workflows and enhances overall operational efficiency.

Optimizing Operational Efficiency with Real-Time Live View and Smart Detection

The cameras were deployed not only for security but also to help store employees deliver constant, real-time customer service.

Live camera feeds at checkout, paired with motion-triggered audible alerts, help employees quickly spot customers needing assistance, boosting responsiveness and overall service quality.





Topology

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The installed surveillance system makes our daily work easier. One of the recordings was also secured by the police as evidence. The device mounted above the cash registers is particularly important to us. The images from the cameras are of very good quality, allowing us to identify the smallest details crucial to daily operations.

—Agnieszka Lusina, Store Manager