

## ZERODEGREES microbrewery and restaurants use Milestone IP video surveillance and Axis network cameras to keep a check on the business from other locations via remote access.

**“The main advantage for me is the ability to check the locations remotely when I’m in another city. The software is straightforward, and the managers can easily go back into the system to check or produce evidence if they need it. It’s just a very good package all in all.”**

**- Nick Desai, co-owner of ZERODEGREES**



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### Challenges

With 7 different locations in the UK, this micro-brewery, bar and restaurant chain requires that the managers can have remote access to their video surveillance for keeping on top of activities when they are in another city.

### Solution

Milestone XProtect IP video surveillance software is managing a combination of Axis 211, 205 and 2110 network cameras. Some older analogue cameras are also running through an Axis 241Q video server.

### Advantages

Via the web, managers can view live or recorded images, anytime from anywhere. With the networks already in place, new cameras can be added or moved around for better coverage, if needed. Integration with other systems like till transactions are possible. Local police like the system, too, for its ability to deliver evidence.



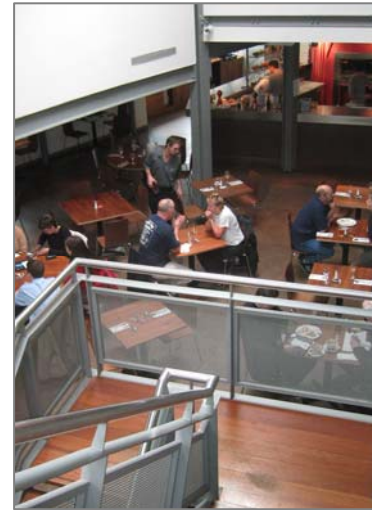
Nick Desai, co-owner of ZERODEGREES, comes from a family with a lifetime of tradition in the restaurant chain business. With a number of locations already doing a booming business in the London area by 2003, they bought an historic building and old engineering shed in Bristol and renovated it into a sleek and elegant high-tech micro-brewery/bar and restaurant. Live jazz and blues music play several nights a week, and UK law has licensing requirements for any public entertainment business to have video surveillance with images saved for 30 days.

“All bars and clubs in the UK – anywhere there’s dancing, literally – have to follow this standard. We have to notify the police of any incidences, and we’ve on many occasions have gone back in the system to find relevant video footage,” reports Nick Desai. “The Bristol police have actually commended our Milestone system as one of the best in town!”

Upon first opening the Bristol location, ZERODEGREES had a few incidences with pickpockets - once with disorderly behaviour - but they were fortunately minor events.

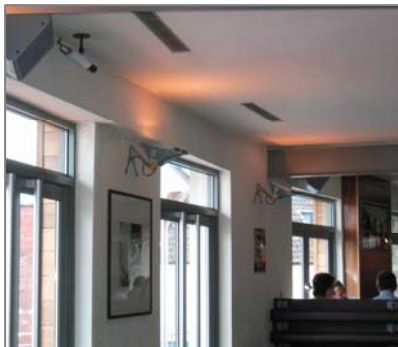
"There hasn't been much trouble since then, so the surveillance is working preventively with high visibility of the cameras throughout the location," says a pleased Nick Desai.

As of May 2005, ZERODEGREES has 25 Axis cameras at the Bristol site, which is open daily from noon to midnight, but the surveillance system is running round the clock. They use the Milestone motion detection facility, which keeps down the number of recordings during closing hours. The cameras are placed at the entrances and exits, over the bars and waitress stations, the lounge and restaurant areas, near doorways to the outdoor cafes, in the stock room and monitoring the safes. The Bristol location covers 12,500 square feet.



"The Axis network cameras are very good; they do exactly what they're expected to do. We've gone into nearly 2 terabytes for storage of the images, and increased the storage in order to keep the resolution high for greater clarity. We can tinker around with the settings in the Milestone software as we like, make some cameras record at lower resolution - it's very flexible for improving system performance," says Nick Desai.

### Remote Access as a management tool



"The initial idea was to be able to view the site from London for general management purposes: that was the aim. The distance is too far to travel on short notice, so we use the surveillance to be able to help the staff from there and tell them what to do, if necessary," states Nick Desai.

ZERODEGREES has 3 managers at each location, who access the Milestone system. The restaurants are also equipped with broadband and wireless so they can use their laptops to sit anywhere on location to view the images.

"The benefits are that we're able to view it quite easily when we're back in London," says Nick Desai. "It's quite handy that way."

ZERODEGREES had a few analogue video cameras from a previous CCTV installation at one of the London locations, which they could re-use in Bristol to cover the outside entrances, but Mr. Desai wants to look at the images remotely when he is in London several days a week. He searched on the web and found Axis network cameras and Axis Development Partner Milestone Systems, whose software manages and archives the surveillance using IP (Internet Protocol).



"It was the first time installing a surveillance system ourselves: I bought the cameras and software through X-Ray Alarms, a Gardiner Security partner. The software was very straightforward to implement. One of our managers was not very IT-savvy, but when you move the mouse over an icon, XProtect tells you what to do and what the functions are, so it's quite easy," smiles Mr. Desai.

## Easily scalable for adding other locations



Bristol is the pilot location for the network surveillance approach, and the plan is to roll it out to other locations in future. ZERODEGREES will be opening a brand-new location in Reading before the end of 2005, which will get network cameras installed to use with the Milestone XProtect software and more Axis network cameras. Nick bought the XProtect solution with a PMA, or Product Maintenance Agreement, that allows him to upgrade to new versions and keep on top of the newest functionality and technology.

Another interest for future development is to add the Milestone XProtect Transact software that integrates the video surveillance with time-linked transaction data from the tills. This allows managers to keep track of employees handling cash – whether short-changed amounts are simple errors during busy hours or actual fraud.

“All the tills are on network, too, so we could hook into that angle, get 9 more cameras to focus right on the tills - I’d like to do that in Reading first,” comments Mr. Desai. “We have 10 tills in Bristol but only had one problem in there with internal theft. We now have two cameras facing in the direction of several of the tills and haven’t seen any problems since. Most of our employees have been with us a long time – 5 to nearly 15 years even, so most are very loyal.”



ZERODEGREES currently employs 55 people in the Bristol location alone. The microbrewery and restaurant draws regular clientele from the neighbourhood hospitals, banks, BBC and other offices, university, upscale shops, and residences of the nearby Clifton Village area.

## About the company

The name ZERODEGREES comes from the family’s first microbrewery location in Blackheath, which is near the British Meridian zero degree line next to Greenwich. The beer is actually stored and served at two degrees Celsius, but it has ‘Zero Additives, Zero Preservatives, Zero Filters and Zero Pasteurizers’!



ZERODEGREES is proud to be part of the emerging popularity of fresh beers brewed by microbreweries. British beer drinkers are realising that there is a world of beer to explore. It is not just the variety that is important: freshness, quality and flavour are what differentiate ZERODEGREES from that of the filtered and pasteurised beer of the big industrial breweries. The yeast is left alive in ZERODEGREES beer, to mature and compliment the beverage flavour. Also, they do not add any artificial colouring or sweeteners to the beer. Their own brew master works hard to keep up with the demands of thirsty customers, using three tonnes of malt monthly.

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