

Video surveillance for iconic Parisian department store

| La Samaritaine | *France*

With its vast retail space in the magasin 2 and magasin 4 buildings, the famous department store La Samaritaine offers a unique shopping experience in the heart of Paris on the right bank of the river Seine facing the Pont Neuf.





The challenge

In 2001, La Samaritaine was bought by the LVMH Group. Unfortunately, it had to close its doors in 2005 for security reasons.

After several years of structural investigations, lengthy consultations with various architects and the validation of building permits, reconstruction finally began in 2015, to be completed by 2020. The COVID-19 pandemic delayed the reopening of the department store another year. The new mixed-use development opened June 23, 2021. It includes, in addition to the department store, a Cheval Blanc Hotel in the art deco section part on the bank of the river Seine, offices, a daycare center and 96 social housing units. These are sold through Paris Habitat, a social housing project.

The solution

Novadis, a longtime partner of Hexagon, was in charge of implementing the physical security installations for this building complex in the heart of Paris. Nicolas Jdanoff, project manager at Novadis, recalled how easy it was for them to choose the right video management software, saying, "Our company always strives to offer state-of-the-art security solutions to ensure the smooth running of our clients' operations. Hexagon's video management solutions already have proven themselves in other projects we manage. Thus, opting for HxGN dC3 Video was almost a no-brainer."

Jdanoff continued, "Wherever possible, we try to simplify the integration of the various security solutions in a way that not only meets the needs of operators, who want easy-to-use systems, but also of IT departments, who demand solutions that are both flexible and scalable."



HxGN dC3 Video allows us to easily integrate with other security solutions or transmit video footage and alarms to other systems."

Gilles Munch
Project Manager
La Samaritaine

Fast facts

Vertical market
Retail

Products
HxGN dC3 Video



The result

For this prestigious commercial and real estate complex, Novadis chose to integrate HxGN dC3 Video with DDS Amadeus access control software. “HxGN dC3 Video offers many different ways to either incorporate other security solutions or to deliver video footage and alarms to a third-party system,” Project Manager Gilles Munch explained. Today, the site’s video surveillance not only has a preventive and deterrent effect, but also helps the control room staff secure access to all buildings 24/7. About 1,000 cameras are connected to the system. All of them can be displayed on the large monitor wall in the state-of-the-art control center of the La Samaritaine complex.

When the access control system transmits a door alarm, the security system automatically displays the video stream from the corresponding camera(s). If necessary, security personnel can immediately view the video archive to evaluate the situation at the relevant entrance.

To better secure the different sales areas within the department store, alarm buttons were installed throughout the retail space to allow employees to discreetly raise an alarm should they experience any dangerous situation. If activated, the respective video feed is again instantly broadcast to the control room to allow the security staff to immediately take necessary actions.

From the very beginning, La Samaritaine intended to make the most of its investment in this integrated security solution and regularly counts on Novadis to guide it in the right direction. “HxGN dC3 Video has enabled us to effectively protect the various sectors of La Samaritaine,” said Project Manager Gilles Munch. “From a day-to-day operational perspective, the video delivery has been perfect; we couldn’t be happier with the performance.”

Munch concluded, “HxGN dC3 Video has delivered everything we hoped it would. It has been extremely beneficial to not only have a close relationship with Novadis, but also with the Sales and Professional Services Team at Hexagon, to set up and operate the modern centralized integrated security management system that we have today.”

The customer

Ideally located opposite the Pont Neuf in the first district of Paris, La Samaritaine is an architectural landmark in the heart of the French capital.

The department store, first founded by Ernest Cognacq in 1870, has undergone a major renovation and now houses over 600 brands on its extensive shop floors.



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