Funivie Arabba skiing – Hospitality Case Story

Funivie Arabba cableway connects skiers to SuperSki thrills, with safety monitored by Milestone video technology

Arabba is near the 'queen mountain' for exciting experiences skiing in the heart of the Italian Dolomites. This is where Funivie Arabba S.p.A. SB operates 13 ski lifts and 25 ski slopes, and owns 5 mountain lodges, two of which are directly managed.

In 2024, Funivie Arabba replaced a 40-year-old, fixed two-seater chairlift for a new six-seater automatic detachable lift, featuring the latest technology. Video cameras were installed in parallel to manage both the lift operations and the ski slopes, including avalanche and landslide control in the area.

Customer
Funivie Arabba S.p.A. SB

Milestone Technology
XProtect® video management software (VMS)

Integrations
People Counting
Queue analytics
Audio devices

Location
Arabba, Livinallongo del Col di Lana, Italy

Cameras
Network video cameras mix of models

Lift Capacity

1,800 people hourly

Challenge: constant climate changes

The village of Arabba and its ski lifts can be found not far from the Dolomites' highest peak, at 3,343 meters. It is a paradise for all nature lovers and winter sport enthusiasts.

The changing climate across the Alps brings constantly shifting snow conditions, day by day. Avalanches or landslides are definitely in the scope of monitoring what is happening in the mountains, so mitigating such extreme events is a very real consideration when it comes to choosing the right technology components.

Solution: real-time and recorded data

All camera footage is monitored through Milestone XProtect® video management software (VMS), which operators access to oversee both the lift system and slope management.

The internal infrastructure is based on fiber connections between network nodes, which stream real-time video very fast, ensuring safety for both customers and the on-site operators. The video software gives access to a huge amount of data, especially information that can be retrieved instantly, which helps them stay ready and plan operations more effectively.

The Antercrëp chairlift is the most modern, automatic coupling system by Leitner which, thanks to the hourly capacity of 1,800 people and a travel time of only 2'38'', has greatly speeded up the connection between Arabba and Malga Ciapela.

Results:
Speedy response saves time, injuries and lives

The video surveillance system has proven to be very useful, to monitor skiers boarding and exiting, as well as ensuring proper behavior along the lift line. And the video system helps them monitor the environment in real time, both in winter and in summer.

"Technology can now do everything. What matters is knowing what you need. And for us, above all, that means ensuring skier safety."

Francesco Martini, Head of Slope Safety and Avalanche Management, Funivie ARABBA

"To respond quickly and effectively, it's crucial to access data easily and in real time. For us, data access is the ultimate and essential goal, to simplify the operator's job and make things safer.

Just a few years ago, this was not a given: all assessments had to be made physically on-site, visually, by the operator. Today, remote access to all data makes things much easier."

Francesco Martini, Head of Slope Safety and Avalanche Mgmt

◆ milestone

"In winter, it helps us prevent avalanche risks. In summer, we can monitor any landslide activity on the mountain. Milestone software supports us in taking timely action, to ensure people's safety, and particularly that of the skiers on the slopes served by the lift."

Igor Palla, Padon Area Operations Manager, Funivie ARABBA

Integrating new tech components optimizes the skiing operations

"These days, lift systems are becoming more and more high-tech. Even straight out of the factory, they're equipped with advanced technologies. On top of that, various sensors can be added, from cameras that count people, to Bluetooth sensors that detect how many people are waiting in line and boarding on the lifts. This helps us understand how tourist flows shift throughout the day here in the valley."

Stefano Costa, IT Manager, Funivie ARABBA

About Funivie ARABBA
The Dolomites beckon to unforgettable skiing with 1,200 km of slopes accessible with a single ski pass. It's a skier-friendly location: few roads, many slopes. Forget the car and use skis to move around – even just to cross the town – for a true Ski In / Ski Out experience like no other. Real slopes for real skiers: services are organized in such a way as to always keep the skiers' needs prioritized. Grooming of the slopes is top quality, with the fast and functional ski lifts powered by renewable energy. Rentals and storage services are well equipped for a skiing experience of the highest level.

The Dolomiti SuperSki holiday awaits at the foot of the Queen of the Dolomites, the Marmolada glacier.
https://www.dolomitisuperski.com/en/Experience/Ski-areas/Arabba

"Milestone is supporting our growth, especially because it has an open platform, where we have the possibility to integrate different cameras, microphones, and various built-in sensors. Thanks to Milestone, we're not tied to any one brand; we can add all kinds of devices, since the software allows us to do that. We know what we need today, but we don't know yet what we'll need tomorrow. And we're confident that with Milestone we'll get the support to meet our future goals."

Stefano Costa, IT Manager

Recognize the challenges?

Do you also need to see what is happening on your premises, so you can respond in time?

Get in touch with us at milestonesys.com/book-a-demo/ and let's talk about what type of solution is right for you.