

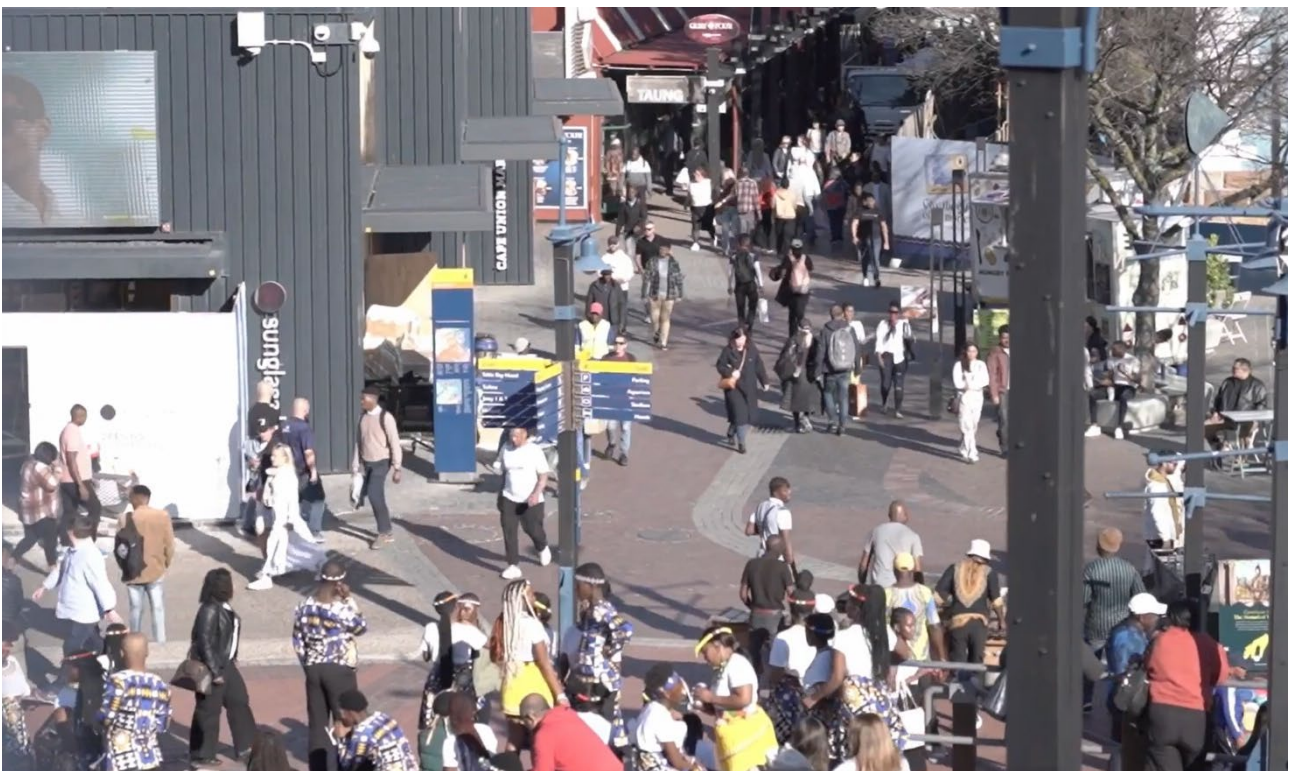
V & A Waterfront – City/Hospitality Case Story

V&A Waterfront expands city coverage with intelligent security technology

April 2025

The V&A Waterfront in Cape Town is on the site of the oldest working harbor in the Southern Hemisphere. With Table Mountain as its magnificent backdrop, it's no wonder that millions of people throng to the heritage sights and interesting activities in South Africa's vibrant 'Mother City' every year.

Under ongoing developments throughout the district, the V&A's security system has to be scalable and flexible to constantly add new technology. Crowds and traffic management are easier than ever using the latest AI analytics and a robust, reliable video management platform from Milestone Systems.



Customer

V & A Waterfront



Milestone products

[XProtect® Corporate](#) VMS
XProtect® Smart Wall



Integrations

Access control, Intercoms
AXIS LPR, people counting



Location

Cape Town, South Africa



Camera count

1,300 [AXIS network cameras](#)
Edge analytics



Partner

[Cygnetic](#) systems integrators
Milestone Premier Partner

Challenge

The Victoria & Alfred (V&A) Waterfront is a global landmark annually attracting millions of locals, tourists and business visitors. The 138-hectare, mixed-use development is home to both residential and commercial properties: 7 museums, 12 hotels, 500 retail shops, dining, leisure and entertainment facilities as well as a host of heritage sites.

Ensuring the safety of so many people and places requires a vigilant security team and a state-of-the-art surveillance system that is both innovative and scalable over time.

Solution

Expanding its environment from 900 to over 1,300 AXIS cameras and partnering with Milestone Systems for its open platform video management software, the V&A Waterfront security staff worked with installing partner Cygnetic to branch out with a centralized, flexible technology footprint. They added further intelligence into the system.

The video technology lets them review past events or monitor real-time activities. The system at V&A Waterfront incorporates a range of integrations including AI video analytics, access control, perimeter security, intercoms and license plate recognition (LPR). These are consolidated with the video feeds into a united solution on a single interface using Milestone's XProtect® Smart Client and XProtect® Smart Wall.

Result

The video system provides the security team with an 'all eyes' approach. This enables them to act quickly on what is happening: proactive surveillance steps up their response to incidents and events. All common areas are monitored by the control room overview that is staffed 24 hours, seven days a week.

“It made sense for us to stick with the solution we knew and to expand on what we had for our new sites, while also exploring new features and technologies that are available today.”

– Deon Sloane, former Senior Operations Manager at the V&A Waterfront



Expansion over the years

A decade ago, the V&A Waterfront undertook a complete overhaul of its monitoring systems. Making use of Axis IP network cameras in collaboration with Milestone Systems' video management software, the V&A Waterfront transformed an ageing analogue system into a fully managed, digital surveillance environment.

Having experienced significant development of the precinct, the V&A investigated adding more intelligence to its technology and expanding the number of cameras into new areas.

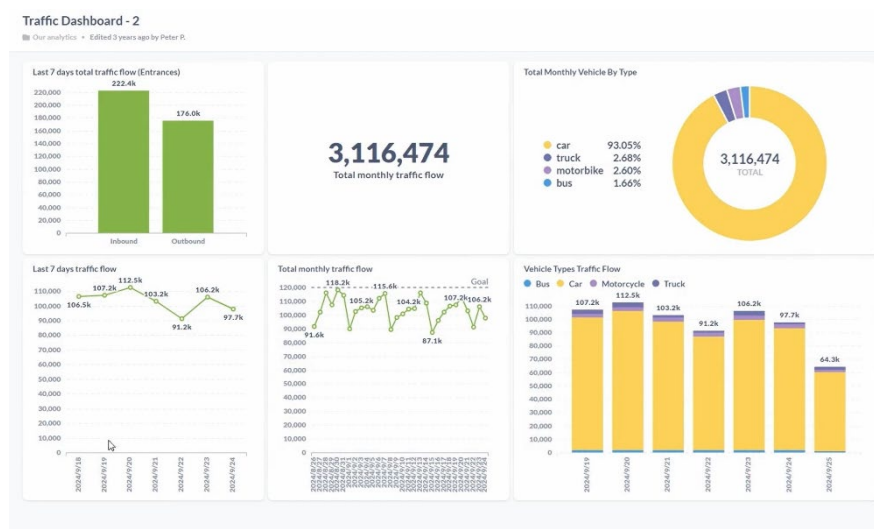
At the time, the existing system of more than 900 Axis cameras was serving the environment well. However, due to various expansions they needed to increase the number of devices. New areas included the Zeitz Museum of Contemporary Art Africa (MOCAA) and the Silo Precincts No.1-6, which blend residential and commercial facilities. A revamp of the Canal District included Waterway House, Dock Road Junction, Battery Park and its car parking facility.

Business benefits beyond security

With Milestone's video management software, the V&A Waterfront can retrieve footage fast and react immediately. Surveillance operators are trained about suspicious behavior, and the video alerts to activities in real time, while they are playing out, for apprehending the suspects who commit a crime. This gives an important edge over the perpetrators.

“V&A uses our system not only for surveillance and security, but as a full management support solution. For a large amount of carpark and foot traffic, we leverage the system to assist with traffic flow management, to identify congestion and take action. We track the movement of people, and implement crowd management when our tenants host events such as New Year’s Eve. The video helps us monitor the crowds and take proactive measures.” - Deon Sloane

Using on-device edge analytics from Axis, V&A follows the movements and activities of people and vehicles, identify abnormal or suspicious behavior, and gather traffic data. License Plate Recognition (LPR) and People Counting analytics are additional tools for managing situations throughout the district. The edge analytics optimize the system by lowering bandwidth and storage requirements for the video data.



“The V&A is constantly growing. We have implemented in a three-tiered manner for security, and the traffic management is completely integrated with the Milestone XProtect platform. The swing bridge has an AXIS people-counting camera to know how many are crossing from one side to the other. These numbers help with the marketing plans, too.”

- Vivianne de Meillon,
Managing Director at Cygnetic

The V&A Waterfront has increased operational efficiencies with the smart surveillance, while proving the solution’s reliability and durability. The Milestone open platform ensures that the V&A Waterfront remains adaptable and future proof.

“Working with Axis, Cygnetic and Milestone can be described as seamless, and has produced real results. Delivering experience like no other for our visitors, the precinct makes use of these intelligent systems that do not just enforce security and safety, but increase efficiency and provide long-term value.”

- Clinton Sandmann, Senior Manager, Physical Risk, V&A Waterfront



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.

About Milestone Systems

Milestone Systems is a leading provider of data-driven video technology software in and beyond security that helps the world see how to ensure safety, protect assets, and increase business efficiency. Milestone enables an open platform community that drives collaboration and innovation in the development and use of network video technology, with reliable and scalable solutions that are proven in more than 500,000 customer sites worldwide. Founded in 1998, Milestone is a stand-alone company in the Canon Group.

www.milestonesys.com