



**Streamlined operations
management creates a
better shopping
experience**



LOTTE

Enabling streamlined management of facilities, operations and physical security

OVERVIEW

Lotte Mall is a 12-story shopping mall located in Seoul, South Korea housing a large department store, supermarket, movie theater, restaurants and over 100 global brands on a 35-acre property, making it one of the country's largest shopping malls.



CHALLENGE

Lotte's CCTV video surveillance system was inadequate for managing a complex of such a large size. Lotte needed a way to consolidate disparate video surveillance systems spread across the property into a single, unified view to improve management of facilities, operations and physical security across the shopping complex to improve the customer experience.

SOLUTION

N3N delivered a centralized command station delivering 300+ HD CCTV camera feeds, floor plans, and other operational data on a single pane of glass to provide Lotte with real-time actionable insights to quickly detect and respond to issues and elevate the customer experience, while reducing bandwidth usage by 75%.

OUTCOMES DELIVERED

- Improved facility and operational visibility to quickly address issues impacting customer experience
- Optimized operational efficiency by enabling surveillance of the entire shopping mall from a single command station
- Reduced bandwidth usage and cost by leveraging N3N's Pixel-on-Demand capabilities

CENTRALIZED COMMAND STATION



- Consolidated 300+ HD CCTV cameras in a centralized command station with a single view with mobile phone viewing capabilities
- Integrated parking system, license plate recognition system, and parking lot CCTV feeds
- Unified video feeds and data for facilities management and control, HVAC, elevators, parking system and more



About N3N

N3N provides the world's #1 operations visualization platform. Leading brands and smart cities across the globe trust N3N to deliver innovative Internet of Things solutions and achieve transformative business and operational outcomes. Our dynamic operations visualization platform seamlessly converges data from sensors, connected devices, video and more in a single view for real-time actionable insights that drive real-world decisions. Founded in 2012, N3N is a Cisco venture-backed company headquartered in San Jose, California.