CUSTOMER SUCCESS STORY

Centralized Control and Consistent Visibility Across Every Site
with IONODES Secure Display Station
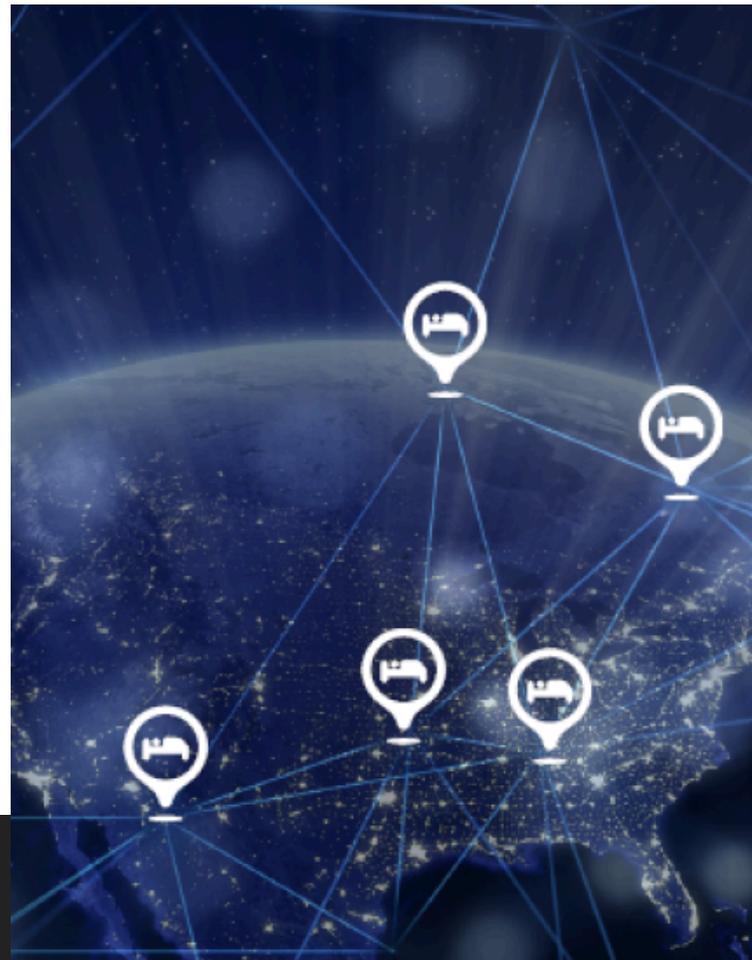
IONODES

STRATEGIC PARTNERSHIP AND SCALABLE TECHNOLOGY PLATFORMS

A Midwest-based security operations company supporting hotels and other properties needed to balance exceptional guest service with uncompromising safety across numerous locations.
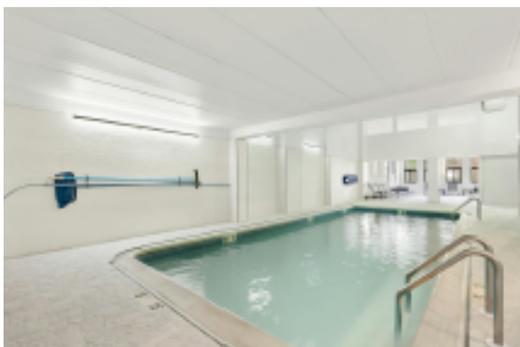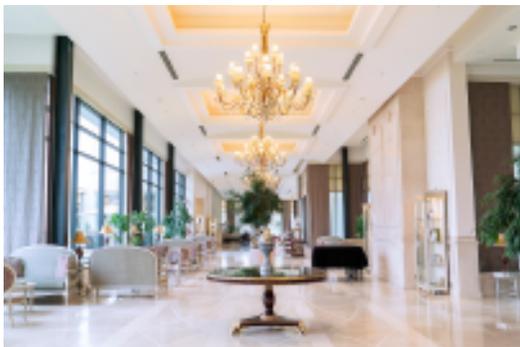
The organization oversees multiple buildings and manages a vast ecosystem of cameras distributed across several regions. To maintain the high standards required in hospitality environments, they rely on strategic partnerships and scalable technology platforms capable of delivering consistent performance at every site.

One of those key partners is IONODES, whose Secure Display Station lineup and PERCEPT Cloud, its real-time video operations platform, has helped strengthen real-time visibility and operational readiness across their hospitality portfolio.

THE CHALLENGE

The challenge was familiar to many hospitality-focused security teams operating with a blended staffing model. Third-party security officers required visibility into selected camera views but, as non-employees, were not permitted to access the organization's video management system or network. Concierge teams, while employees, are not part of the security function and were likewise not authorized for direct system access. The need was for a solution that could provide selected live camera feeds without granting access to the underlying system or requiring full workstation deployments at guard desks.

Seamless integration with the organization's existing Milestone XProtect workflow was a critical requirement. The solution needed to allow the security engineering team to configure and manage display layouts through the same environment they already used for day-to-day video operations.

The prior method of distributing video relied on standalone decoder devices, which proved problematic. These units required direct, on-device configuration, and confirming the displayed content often meant sending personnel to the site.

Compounding these challenges, the decoders were limited to displaying camera feeds from the same manufacturer, restricting integration options, coverage expansion, and overall scalability. Latency was another major issue. Even on the local network, delays ranged from three to ten seconds, an unacceptable lag in hospitality environments where real-time awareness is essential for guest interaction and incident response. As a result, the existing deployment was limited in effectiveness and inefficient by design. It depended heavily on manual oversight, lacked remote validation capabilities, and could not scale effectively across a growing portfolio of properties.

THE SOLUTION

From the first deployment, the IONODES Secure Display Stations proved to be the right fit. The platform integrated natively with Milestone XProtect, allowing engineers to push layouts and views instantly without logging into individual endpoints.

Staff who had previously relied on legacy decoder devices now had reliably always-on live displays, required no interaction, and remained locked to pre-approved views. At concierge desks and back-office stations, Secure Display Stations created a stable and consistent window into hotel activity, helping staff maintain situational awareness at any hour.

Behind the scenes, PERCEPT Cloud transformed the security organization's operational workflow. Instead of dispatching technicians to remote sites, the team could verify device uptime, confirm firmware versions, push updates, validate layouts, and even view the live screen feed, all from a central operations center. Tasks that once required hours of coordination could now be completed in minutes.

As more properties came online, the security service provider standardized on ION-R200 Secure Display Stations in a dual-monitor configuration and adopted a visibility model of twelve cameras per screen. IONODES worked closely with the security team to refine configurations and incorporate roadmap considerations, turning the deployment into a repeatable blueprint for hospitality environments across the organization's portfolio.

> " What stood out wasn't just the technology, but how easily it scaled. We now have a repeatable, standardized model that delivers consistent visibility at every site while remaining simple to manage from a central location. "
>
> — *Head of Security Operations*

THE OUTCOME

The results of the transformation were quickly evident. Latency was reduced by more than 90%, transforming delayed video feeds into true real-time visibility for concierge and security teams. Credential exposure was reduced because contract personnel no longer required access to the VMS. Display uptime improved significantly, supported by PERCEPT Cloud's ability to monitor and troubleshoot devices remotely.

What began as a search for a decoder replacement ultimately evolved into a long-term strategic partnership, one that enhanced guest safety, strengthened operational resilience, supported evolving compliance requirements, and laid the foundation for the next generation of hospitality security operations.

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LOOKING AHEAD

As the regulatory landscape evolves, the organization is already planning for what comes next.

A forthcoming fire code requirement, expected to take effect in 2028, will require high-rise buildings to provide visibility into all ingress and egress stairwells from the fire control room. The team is also considering elevator-related code requirements that may shape future fire control room and emergency response needs in high-rise environments. Rather than waiting for these requirements to take effect, they proactively implemented dual-monitor Secure Display Stations configured with static stairwell views. By designing with future compliance in mind, the organization continues to reinforce its commitment to operational readiness, robust safety and security standards, and long-term infrastructure planning.

ABOUT IONODES SECURE DISPLAY STATIONS

THE DEPLOYMENT IS POWERED BY THE IONODES SECURE DISPLAY STATION PLATFORM

IONODES Secure Display Stations are ultra-compact IP video decoder appliances designed to work with a wide range of video sources, including IP cameras and encoders. More than simple decoders, they provide a flexible and efficient way to display live video exactly where it is needed, helping organizations improve visibility and strengthen security in a variety of environments. Compact, efficient, and easy to install, they are well suited for edge display applications in public areas, remote sites, and facilities with few or no trained security staff.

Unlike client workstations, Secure Display Stations deliver live video to digital monitors without the added cost, complexity, or security risk of deploying a full workstation. Depending on the model, they can display up to 32 IP video streams across one, two, or three monitors.

Compatible with most IP cameras

Available VMS integration or run in standalone

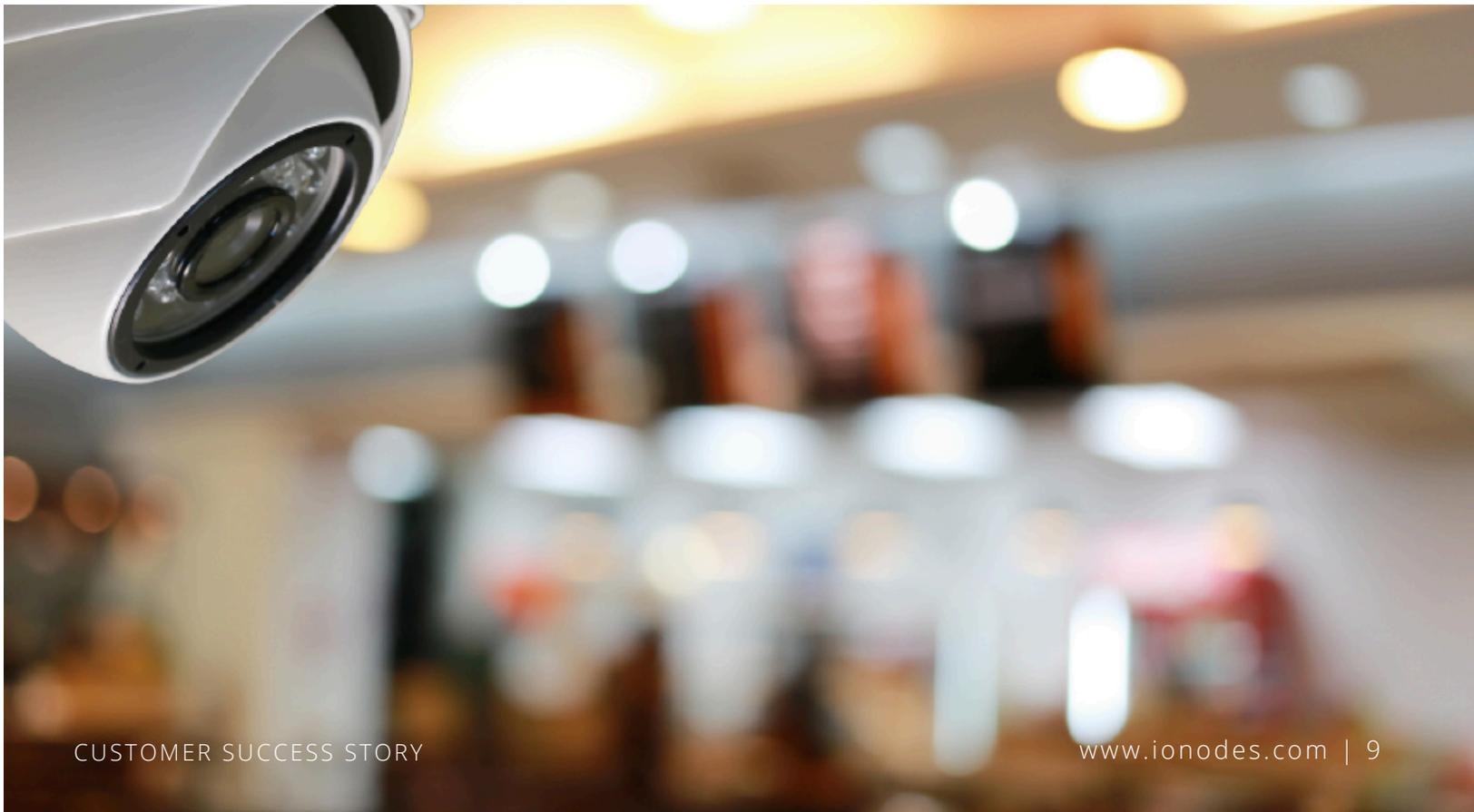Locked down and secure for installation in public areas

Display up to 32 cameras on up to three 4K monitors

They can operate independently of a video management system or NVR while also fitting into broader video workflows where needed.

Built with a fanless design, Secure Display Stations ensure silent operation and reduce the risk of mechanical failure, making them ideal for discreet placement in public spaces and professional environments. Each unit can be mounted behind a monitor using the included VESA mount, giving organizations added flexibility in how and where live video is displayed.

Engineered for resilience, the platform is designed for rapid recovery after a power disruption, helping minimize downtime and support continuous, reliable operation. In addition, the lineup is TAA and NDAA-compliant.

Across all models, PERCEPT Cloud provides centralized device oversight, including health monitoring and batch management, configuration visibility, and the ability to validate what is being displayed without dispatching technicians, helping maintain consistent standards across distributed sites.

WHAT CAN IONODES DO FOR YOUR BUSINESS?

Visit our product page to learn more about the Secure Display Station product line or request a personalized demo today!

🌐 www.ionodes.com

✉️ sales@ionodes.com

📞 Head Office (Canada)
1-450-696-1060
1-844-696-1060 (Toll Free)

EMEA Sales Contact
+352 661 23 03 33