ST. REGIS MUMBAI

STOPS UNWELCOME EX-EMPLOYEES WITH RECFACES ID-GUARD — ZERO UNAUTHORIZED ENTRIES IN JUST 3 MONTHS

St. Regis Mumbai strengthens hotel security with RecFaces Id-Guard facial recognition — stopping unauthorized ex-employees from re-entering staff-only zones in just 3 months, all without heavy integrations or hardware upgrades.

(i) Challenge: Controlling Staff-Only Access

Behind the glamour of a luxury hotel, security teams face a very different challenge: controlling staff-only areas. At St. Regis Mumbai, former employees continued to enter through staff service entrances — common back-of-house access points used daily for deliveries and staff movement. Once inside, they could move freely into service corridors and other restricted areas without immediate detection.

This posed two significant risks:

Safety — unauthorized presence in staff zones created exposure to potential theft, misconduct, or security breaches.

Reputation — in the luxury segment, a single incident can damage guest trust and brand prestige.

Manual monitoring of CCTV streams was neither fast nor reliable enough. The hotel needed an automated system to identify individuals in real time and alert security when anyone from a stop list — such as former employees — attempted entry, without the burden of complex IT integrations or disrupting daily operations.

🇮🇳 **INDIA**

City: Mumbai
Industry: Hospitality

Who is St. Regis Mumbai: A pinnacle of luxury hospitality in India

The St. Regis Mumbai is a flagship property of Marriott International, representing one of the most luxurious five-star hotels in India's commercial capital. With 395 rooms and 39 suites, multiple fine-dining restaurants, and event spaces welcoming thousands of guests weekly, it operates at the highest standards of guest experience and safety. This project focused on securing staff-only access points within the property.

St. Regis faced a sensitive access-control challenge and required a solution that could integrate quietly into their daily workflow. RecFaces was selected because we offered exactly that — precision, speed, and simplicity.

Oleg Kurochkin, *Business Development Director for APAC, RecFaces*

✓ The Solution: Plug-and-Play Facial Recognition

RecFaces deployed **Id-Guard** as a stand-alone facial recognition software solution, directly onto the hotel's existing camera infrastructure. No complex VMS integration was required — the system was designed to run seamlessly with "any camera, anywhere".

The implementation included:

Coverage: The system was connected to 3 existing cameras positioned at key back-of-house access points.

Watchlists: Custom stop lists of ex-staff members were created. Id-Guard continuously scanned live video streams for matches.

Real-time alerts: Upon detection, the system automatically sent instant notifications with image and short event clip to the security team, enabling immediate intervention.

Policies & governance: Configuration followed the hotel's rules on data minimization and retention, with role-based access to watch-lists and event records.

Operational readiness: From pilot to full deployment, the solution went live within 1 week and operated reliably for three months, processing video streams in real time with high precision and zero false positives. During implementation, RecFaces' developers adapted the software to the hotel's existing IT architecture and created a custom patch to ensure seamless performance without modifying the current infrastructure.

Support: Stream health checks, audit logs, and clear SLAs ensured stable operations.

By removing dependency on external integrations, Id-Guard offered the flexibility St. Regis needed — a plug-and-play security layer that fit into their workflows without delays or additional hardware.

Real-time mode notifications

RESULTS

In just three months of active operation, St. Regis Mumbai achieved measurable improvements:

▶ **Unauthorized access attempts dropped to zero** — ex-employees previously bypassing manual checks were immediately intercepted.

▶ **Detection-to-alert time under 1 second** — security teams received real-time mobile notifications for instant action.

▶ **Manual monitoring reduced by 100%** — instead of watching hours of video, guards responded only to actionable alerts.
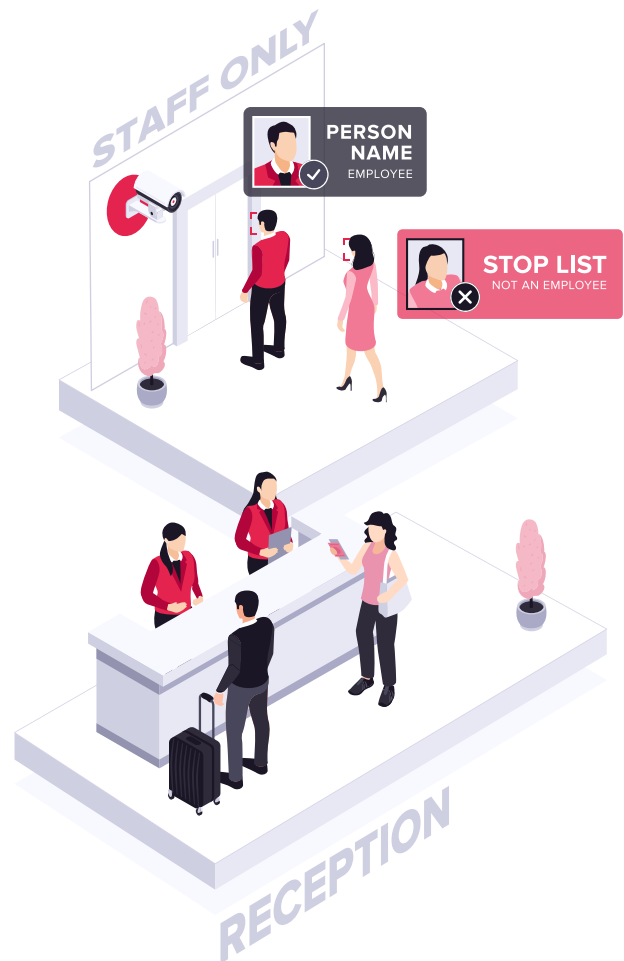
☆ Business Benefits for St. Regis

Enhanced access control — proactive facial recognition strengthened protection of restricted areas.

Optimized security operations — intelligent automation improved team efficiency and focus.

Lower operating costs — no additional guards or technology infrastructure required.

Future scalability — solution can be extended to other entrances or Marriott properties.

☆ Guest Benefits: Reinforcing Trust and Luxury

Safer environment — improved control of back-of-house areas reduces potential risks for guests.

Seamless luxury experience — security operates silently in the background, without visible intrusion.

Higher trust in brand — guests feel reassured knowing even behind-the-scenes areas are secured.

Consistent service delivery — minimized disruptions ensure smooth event, dining, and stay experiences.

> *The project demonstrated how RecFaces Id-Guard can modernize hotel security without heavy investments. By protecting staff-only zones, St. Regis not only reinforced its operational safety but also safeguarded the guest experience and the reputation of a global luxury brand.*

🤩 SECURE YOUR CRITICAL ACCESS POINTS IN DAYS

Contact RecFaces to learn how Id-Guard can help your organization eliminate unauthorized entries with minimal infrastructure and maximum speed.

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