

Case Study – Egeskov Castle

SPEED GATES DELIVER POSITIVE IMPACT ON SECURITY AND CUSTOMER SATISFACTION



A combined access control and ticket validation solution which has improved the customer experience and reduced administration

GUNNEBO®



Egeskov Castle

Egeskov Castle has stood on the southern Danish island of Funen for over 450 years and is famous for being the best preserved moat castle in Europe.

It is the most popular tourist destination in the area attracting a quarter of a million visitors between April and October each year. The grounds include a number of gardens, hedge mazes and museums including a collection of vintage cars and motorcycles.

Challenge

Egeskov Castle wanted to replace its existing turnstiles with a more modern and efficient entrance solution.

The new solution needed to ensure smooth entry and exit for visitors even during peak times. Integrated ticket readers were required to handle day passes as well as season tickets and optimise daily operations at the tourist attraction.



Solution

Egeskov Castle has installed a complete entrance solution for access control integrated with its ticketing and financial system using Gunnebo SpeedStiles. These speed gates are fully compatible with all types of software platforms used for ticket validation and automatic bookkeeping.



In line with Egeskov Castle's specifications, the speed gates have an integrated ticket scanner which has been designed in stainless steel. The barcode reader is positioned to ensure the most accurate and effective scanning of tickets, even if visitors present their ticket from different heights.

The visitor entrance has two standard lanes as well as a wide lane for wheelchair and buggy access.

Results

For visitors to the castle, there is now a clear, user-friendly entrance system which has made long queues a thing of the past.



Our administrative burden has been made lighter and we now benefit from a single software platform for ticketing and bookkeeping



Henrik Neelmeyer
CEO, Egeskov Slot

Henrik Neelmeyer, CEO for Egeskov Slot is extremely satisfied with the Gunnebo SpeedStile BP:

“With speed gates from Gunnebo, our visitors do not even have to push a turnstile arm themselves – the gates open automatically when the ticket is validated. This is important because we want to create the best possible customer experience and this starts with a positive first impression at the entrance. Since the Gunnebo SpeedStile BP has been installed, we have seen improvements in customer satisfaction.”

“Egeskov Castle is an historical attraction but we are also a modern business. The solution from Gunnebo has given us a visual lift and has also improved security.”

In addition, the integration of the new speed gates means that data about tickets and annual passes is shared with Egeskov’s financial software, which is a significant benefit according to Henrik Neelmeyer.

Customer Benefits

- A modern, attractive design
- A smooth and efficient entry experience for visitors
- Extra wide passage for wheelchairs and buggies
- Less administration and better security
- Access control fully integrated with ticket validation and bookkeeping
- Better customer satisfaction since installation

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We are very satisfied with the project. It took two months from purchase decision to completed solution, and the timeplan was met exactly. Gunnebo was service-minded and always available.

Henrik Neelmeyer, CEO, Egeskov Castle



For more information



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