



Natural History Museum

ENHANCING VISITOR FLOW AND SECURITY WITH LV STREAM

Client

Natural History Museum



Country and City

London, United Kingdom

Description

One of three major museums on Exhibition Road in South Kensington



INITIAL CHALLENGE

The Natural History Museum (NHM), one of the UK's most visited cultural landmarks, faces significant challenges when it comes to managing high-footfall entry points while ensuring comprehensive security.

During peak periods, up to 50 visitors per minute pass through the museum's entrances, creating congestion and posing a risk to crowd safety. Traditional, labour-intensive security methods, such as manual screening, could not keep up with the volume of visitors, and excessive queuing introduced new vulnerabilities outside the venue. Additionally, airport-style screening methods were seen as operationally restrictive and financially unfeasible for a cultural institution.

Customer Insight:

"High-footfall search and screening has emerged as one of the defining security challenges for major public venues. Balancing the protection of people, infrastructure, and collections against a spectrum of evolving threats remains a complex operational task. Excessive queuing can quickly introduce new vulnerabilities, effectively displacing risk outside the venue."

Simon Roberts

Deputy Head of Security,
Emergency Planning and Logistics at NHM

SELECTION PROCESS

To address these challenges, NHM explored various security solutions that could efficiently process large numbers of visitors without compromising the visitor experience. After researching several technologies, in April 2025 they selected the LV STREAM system for a trial, an AI-enabled X-ray screening solution designed to operate seamlessly at walking pace. The objective was to achieve comprehensive bag screening while avoiding the creation of long queues or disruptive delays for visitors.

"The introduction of the Linev Systems solution proved transformative. The system supported frontline staff by enhancing decision-making confidence and enabling a practical pathway to 100% bag screening."

Simon Roberts

Deputy Head of Security,
Emergency Planning and Logistics at NHM



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IMPLEMENTATION

The trial of LV STREAM at NHM demonstrated significant operational benefits. The system was straightforward for staff to use and integrate into existing processes, requiring minimal training to run effectively.

It was deployed in high-footfall areas during peak visitor times, allowing for real-time visitor screening without slowing down entry. The system's flexibility allowed it to scale easily to match the varying flow of visitors during major events.

"From an operational perspective, the system was straightforward for staff to use and integrate into existing processes, requiring minimal training to run effectively. Overall, the trial demonstrated how Linev can support high-volume venues in managing throughput while maintaining a positive visitor experience."

Rosie Lawrence

Security and Logistics Coordinator at NHM



ABOUT LINEV SYSTEMS

LINEV Systems UK is a leading provider of advanced X-ray security and scanning technology. With decades of expertise in developing cutting-edge solutions for high-footfall environments, the company provides AI-powered systems that improve security, efficiency, and the visitor experience.

LINEV Systems UK's products are trusted by cultural institutions, museums, airports, and event venues worldwide, offering scalable, efficient solutions that help meet both security demands and operational goals.

RESULTS & OUTCOME

During the trial, LV STREAM has provided the museum with clear operational, experiential, and strategic benefits:

- **Improved Throughput and Queue Management:**
The system significantly reduced queue dwell times and alleviated congestion, improving visitor flow at busy entry points during peak periods.
- **Enhanced Security:**
LV STREAM helped ensure 100% bag screening without compromising operational efficiency, supporting security personnel with confident decision-making.
- **Visitor Experience:**
The system integrated seamlessly into the entry experience, with visitors noting a smoother and more reassuring arrival process, crucial in a heritage and cultural setting like NHM.

Customer Insight:

"During our trial of LV STREAM at the NHM, we found it helped improve visitor flow at busy entry points and reduced queue congestion during peak periods."

Rosie Lawrence

Security and Logistics Coordinator at NHM

FUTURE OUTLOOK

Given the success of the LV STREAM during the trial in improving operational efficiency and maintain a positive visitor experience, the Natural History Museum is exploring further applications of the technology to enhance security and streamline operations.

To arrange a live demo or learn more, contact:

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