**Client:** Stockland Ventures
**Project:** Multi-storey 'Square Mile' offices

Stockland Ventures is an Australian diversified property group with an extensive office portfolio.

This particular assignment was for a modern multi-tenanted, multi-storey office building located in the City of London's 'Square Mile' financial district… and home to eight different businesses, each operating on separate floors within the building.

Multi-tenanted buildings are prone to a myriad of security risks, access issues and periods where the building is completely empty.

Prior to this assignment, the client had a traditional manned solution: visitors would buzz the intercom, be granted entry by a security guard at the main reception desk where they would sign in, and then be able to visit a tenanting company.

The property's Building Manager was faced with complex security challenges and as a result used a 24-hour manned guard solution to ensure the building was secure at all times. In his words: "A manned guarding contract was the best solution available to us at the time, however it was costly and difficult to manage. It was a constant challenge knowing exactly who was in the building at any one time."

SecureWais was approached with a clear brief: to find a new and improved solution that would alleviate the heavy financial costs and inefficiency associated with manned guarding. It is estimated that, solely for this one building, our client was spending in the region of £40,000-50,000 per annum on out-of-hours manned guarding.

**The Solution**
Having carefully assessed the requirement, SecureWais proposed the installation of a new integrated access control, video and intercom "Meet & Greet" system which would transform the way people would enter and leave the building and still meet security requirements.

The system was fully installed over a period of two weeks with no resulting disruption to the client.

An important element in the system design was for the access, intercom and video to be remotely monitored at a secure control room. This alleviated the need for a control room onsite and reduce costly manned guarding contracts.

To address the visitor management issues faced during out of hours' periods, an outstation was installed by SecureWais to the external façade of the building adjacent to the main entrance. Upon arrival, the visitor presses the call button and is immediately connected to the SecureWais NSI-approved call centre, which has both audio and video communications with the client building.
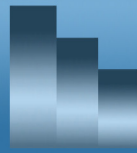
When activated, the call centre operative asks the visitor a set of questions before contacting the relevant host. This could be the office manager of the given tenant. Once contacted, the host provides authorisation and the visitor is granted entry. Then the call centre terminates the site link and the SecureWais "Meet & Greet" service is completed. To close the loop, a video recording is kept on the Digital Video Recorder (DVR).

The building / security management team remain in complete control of the access control card administration but do so by emailing the SecureWais office to have cards added or deleted remotely. Database reports are available at any time.

To provide this critical service and solve the challenges faced by our client, SecureWais chose Honeywell WIN-PAKTM PRO Central Station.

This is a departure from traditional access control systems. It removes the tasks of having to install software (because the software is run from the Central Station on a secure server) and having to manage operating systems on site. It means that any potential computer compatibility or virus protection issues can also be dealt with easily away from site.

The total cost of ownership is reduced to a manageable service fee, which results in the end-user benefiting from lower maintenance costs, lower guarding costs and peace of mind that visitor management and building entry is controlled at all times. In this instance our integrated security solution consists of:

• the Honeywell N1000 Access Panel
• several proximity readers within the elevator and on selected doors, integrated with video and door entry intercom.
• WIN-PAK™ PRO Central Station
• OmniProx™ door readers
• N1000 Access Control Panel

**The Benefits**
The building is now completely secure without the need for any manned guarding after hours. This has resulted in the client saving over £40,000 per annum using a remote central monitoring solution.

The Building Manager has full records of who has entered and left the building at all times. From a customer service perspective, tenanted businesses within the building have a much improved visitor management process. And it will ultimately help the landlord to attract new tenants and also help with lease renewals. Our client commented: *"The beauty of our solution is its simplicity. I can control the front doors remotely and know exactly who is in the building at any given time."*
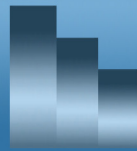
Other benefits include the fact there is no software to install at site and minimal system training required.

Traditionally, many installer service calls are spent fixing computer-related issues that develop from: virus attacks, incompatibility with other programs and/or lack of database maintenance. Because the WIN-PAK PRO Central Station does not require software installation at the end-user's location, that alone eliminates the majority of service calls. This means peace of mind for the client and allows the installer to concentrate on growing his business.

Badge production is of value to a client who wants the security of having printed photo-ID badges, but cannot justify the implementation cost due to the small number of badges required. In this instance, our solution allows the installer to offer his clients full photo-ID badge production with minimal invest-ment since the installer can spread the cost of the printer across multiple accounts. Combined with the web browser interface, the service becomes even easier; images can be uploaded via the web and are instantly retrieved by the installer.

This particular bespoke solution also offered our client seamless integration for monitoring their customer's digital video system. Operators can monitor live video from up to 16 different accounts at a time. They can pan, tilt and zoom cameras from any account. Remote monitoring also includes Visual Video Verification, which allows a live image to be compared to a stored database image of an individual before access is granted. This is a very useful feature as the building contains a number of CCTV cameras.

Customers can also access their account from any enabled web browser. The web browser allows customers to add or remove users and generate their own reports.

A solution such as this gives a client get the best of both worlds - the control and secure integrity of a state of -the -art access / visitor management system without any of the hassle of managing it on a daily basis as this is done remotely by SecureWais.

For over twenty years SecureWais has provided bespoke Integrated Security Solutions to high profile clients around the world. These solutions combine the latest capability and technology in such critical areas as: Entrance & Access Control, Intruder Alarms, Remote Monitoring and CCTV. If you are interested in a bespoke solution for your portfolio of properties - one that provides you with the highest level of security and control - contact us today.

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