SME CASE STUDY

SECOM USES HONEYWELL'S GALAXY DIMENSION TO ENHANCE SECURITY FOR SME

No matter the size of your organisation, security is always a high priority. Systems such as access control and intruder alarms are vital for maintaining a safe and secure environment for people, property and assets. Security specialist SECOM has worked with organisations across multiple sectors for many years. Recently, one of its clients, a financial services organisation, decided they needed to replace their aging electronic security estate – especially their intruder alarms.

Choosing a suitable solution

This led to a rigorous evaluation project, during which SECOM presented the organisation with a number of options for consideration. Subsequently, the organisation decided to install Honeywell's Galaxy Dimension control system equipment on a number of sites as part of a pilot project.

Terry Taylor, who led the project for SECOM, explains: "Honeywell's Galaxy Dimension is one of the industry's most recognised commercial security control panels. It offers fully integrated intruder detection and door control. The system can be wired or wireless and can be used to control a large number of zones and doors. It's very user-friendly, with a touchscreen keypad. The ability to maintain it remotely was also a major benefit and cost saving for our client."

This trial was successful, so the organisation then put out tenders for project costs to replace the intruder alarms across the entire estate. SECOM was one of the bidders and was successful in being awarded the contract for upgrading the systems. The SME particularly valued SECOM's wealth of knowledge in the security arena and the extensive experience of its engineers, including detailed knowledge of the Honeywell range.

Honeywell provided SECOM with consultation and support wherever needed to ensure that the launch of this new project was seamless, especially as it was potentially very complex. Terry Taylor comments: "We had to ensure that the customer's security coverage was intact at all times and that its systems were kept fully operational throughout the replacement programme."

Facing unexpected challenges

Various other trades were involved in the project, including a project management consultancy employed by the SME. However, some additional challenges arose from an unexpected source. This was because Phase One of the project was originally due to start in February 2020.

Unfortunately, the global Covid-19 pandemic was also rearing its ugly head and was about to transform the whole working environment. SECOM therefore worked closely with the project management team to revise this first phase. The safety of employees was a major priority, so the decision was made to replace the alarm equipment in areas of the business where staff and customers were least affected. This ensured that everyone involved in the project could follow social distancing and other Government guidelines more easily, which helped to keep everyone safe.

However, other related challenges also had to be overcome. For instance, at various times throughout the year,

Honeywell

lockdowns and other restrictions meant that visits often had to be rearranged at the last minute. The furloughing of employees also caused delays, and SECOM often had to contact third parties who were joint key holders in order to access premises. Despite such issues, the team was able to address and overcome the different hurdles and keep the programme on track.

Phase One of the project involved upgrading equipment and started in earnest in June 2020. It ran successfully throughout the year despite the many challenges posed by the pandemic. SECOM completed all of the upgrades by January 2021.

Moving forward

SECOM is currently moving forward with Phase Two of the project. This will involve the replacement of the intruder detection and alarm systems in branches and small offices throughout the UK and Ireland. Honeywell's Galaxy Dimension family also includes access control capabilities on a small scale. These will be installed, along with some new doors, in some of the enterprise's small and medium-sized branches. The access control system can also be operated remotely if required.

SECOM is working closely with the project management team and the client with the aim of creating a realistic programme that takes current restrictions into account. The plans will need to be closely monitored as Government guidelines change. In addition, different countries and areas

within the UK might have different regulations.

Success through adaptability

The project management consultancy commented that it has no doubt that the SECOM team will complete the project successfully. It added that SECOM has been key to the success of Phase One due to the outstanding commitment of Terry Taylor and SECOM's operational team.

Meanwhile, the client also praised the complete project team for their quick-thinking approach and for ensuring the continuity of this project despite the challenges they had to face. The organisation recognised the huge

contribution that Terry Taylor and his team made to the initial alarm replacement project, which was internally named as 'Project of the Year'.

SECOM has worked closely with Honeywell throughout the project. Terry Taylor comments: "Honeywell pulled out all of the stops to ensure that we met and exceeded all of the customer's requirements. They've been a pleasure to work with. The delivery of their equipment has been on time despite the challenges caused by both Brexit and the pandemic - and Honeywell always provided an excellent level of support to SECOM and the rest of the project team."

> " *Honeywell's Galaxy Dimension is one of the industry's most recognised commercial security control panels. It offers fully integrated intruder detection and door control. The system can be wired or wireless and can be used to control a large number of zones and doors. It's very user-friendly, with a touchscreen keypad.*
>
> *Terry Taylor, Project Manager, SECOM* "

SECOM Plc
Secom House
52 Godstone Road
Kenley
Surrey
CR8 5JF

www.secom.plc.uk

Honeywell

security by
SECOM