

# redcare

## case study | alarm signalling

Redcare Complete helps **Glasgow Community and Safety Services** save money whilst improving security for Glasgow's primary schools.



**“Not only did the Redcare Complete proposition solve our installation headaches, it also cut ongoing costs by up to £1500 per annum per site, simply by consolidating the Redcare services and CCTV transmission onto the one line”**

Walter Kean,  
Group Security Manager, GCSS

Redcare is protecting communities against the threat of vandalism and theft. Using dual path signalling, high quality alarm monitoring is combined with the ability to view live CCTV images when alarms are triggered. This ensures that the appropriate response can be taken by the operators, helping to save time and money.

**Meeting the challenges of needing to reduce costs, accessing different kinds of CCTV cameras, and needing an integrated solution from a single provider.**

Glasgow Community and Safety Services (GCSS) provides CCTV, alarm monitoring and key holder response services to Glasgow City Council, one of the largest Local Authorities within the UK.

In 2007 GCSS, as part of a council initiative to reduce external expenditure, was asked to provide security for the Pre-12 School Strategy – a major initiative to build new primary schools across the Glasgow region. For GCSS this was both a great opportunity, and a significant challenge. Walter Kean, Group Security Manager, for GCSS explains:

“Getting the lines in to monitor the fire and security alarms in the schools, was reasonably straightforward, albeit costly as two separate lines and two separate alarm transmissions (supplied by Redcare) were required. The real difficulty was getting access to the CCTV cameras.

There was no standard Digital Video Recorder (DVR) specified across the school estate, so we couldn't simply access the DVR's using IP. In addition, due to the number of 3rd parties involved in the supply of the schools' IT network, trying to use that network to carry the CCTV transmission was next to impossible. What we needed was an easy to install, low cost, standalone solution, from one provider that we could rely on for both alarm monitoring and event triggered CCTV”.

Fortunately Walter saw the very thing when he attended a demonstration of Redcare's newly launched dualpath IP alarm signalling product. This broadband based security product provides high quality alarm transmission combined with live event triggered video recording and remote surveillance. Walter saw the opportunity for the product immediately and instigated a trial at the St. Maria Goretti School in Glasgow. The trial worked well, but wasn't perfect. Walter explains:

“I was still concerned about the order process, and about how our Alarm Receiving Centre processes would work with the product.”

### **Enabling the ARC to access event triggered video footage**

At that time, the Redcare alarm monitoring element had not been integrated into the alarm handling software that Walter was using in the ARC (Monitor Sentinel). The problem came in accessing the pre and post video alarm clips, plus the live video, as the operator needed to log into a web-based system to do this, moving away from the screen that was tracking the alarm response. Fortunately Redcare and Monitor developed a solution. Now Walter's team can access the event triggered video footage and live video feeds from the

alarm handling software graphical user interface (GUI), enabling them to use the video clips as part of the alarm response audit trail. This gave the operators the means to visually check what had caused the alarm, reducing false alarms and the costs of sending a response team.

The solution also had the added benefit of enabling software based pan, tilt and zoom of the cameras, allowing operators to easily follow an incident, again, all through the same easy to use front-end GUI.

Walter was delighted with the solution, and roll-out across the Pre-12 Schools Estate has now begun.

## **Evolving Redcare Complete – lift alarms**

The Redcare Complete proposition continues to evolve with lift alarm calls (using VoIP), PA announcements and panic alarms all capable of being handled by the solution. Following a recent fatality in one of Glasgow's lifts, GCSS are looking to use the solution to answer lift alarms. Walter says,

“The old way of using a telephone Calling Line Identity to locate which lift is calling is not really fit for purpose from a Health and Safety Executive point of view. There's no log of actions taken, the line itself - often unused for months at a time - may not be working, and there is no way to tell if it's a prank call. Using Redcare Complete we can pro-actively monitor the line to ensure it is working, pick up the call via VoIP, check the cameras to see who's in the lift, and log all of our actions via the Monitor software. It's a much more complete and robust solution to handling lift alarms”.

“I'm sure we will continue to think of new things that this solution can monitor,” says Walter. “We're looking to use the platform to provide an access control solution for libraries and community centres, plus we can see lots of opportunities for monitoring heating and air-conditioning as part of a facilities management initiative. What's critical is that the underlying platform is easy to install, the same process is followed time after time, faults across any of the services are answered by one team, and that it integrates to the Monitor platform.

We are very pleased with the way the solution has performed to date and have signed a significant contract with Redcare to enable roll-out across the Glasgow City schools estate.”

Walter acknowledges, “There are other products available that can each deliver bits of this solution, but only Redcare, with its pedigree in security, broadband and service has been able to pull it all together and create the complete solution.”

## **Redcare Complete offers:**

- Significantly reduced ongoing costs (when compared with multiple standalone services).
- Reduced overhead of dealing with multiple suppliers.
- An integrated alarm signalling, and CCTV solution.

To find out more about Redcare Complete, call us free on **0800 800 628\***, email [redcare@bt.com](mailto:redcare@bt.com) or visit us at [www.redcare.bt.com](http://www.redcare.bt.com)



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