

BT Managed **Security** Control Centre

Transform and consolidate your
Local Authority's security services





All the benefits of a Security Control Centre – without the hassle!

Local Authorities need to provide a highly effective (and preferably digital) CCTV service - but at the same time, budgets are being squeezed.

However, the solution is simple – outsource your service to BT. We can:

- **Provide everything you need** – including state-of-the-art technology (cameras, digital storage and IP matrix), transmission, people, installation and a centralised control room.
We can:
 - Upgrade your existing system
 - Provide high quality, digital video storage and retrieval
 - Consolidate your control rooms at a single, secure location.
- **Manage everything on your behalf** – leaving you free to focus on other issues.
We will provide:
 - A highly experienced team
 - A fully managed, end-to-end service
 - All maintenance and operational needs.
- **Transfer your employees across** – to help with managing the control room.
You will benefit from:
 - A local service run by local people
 - Transfers protected by the TUPE regulations
 - Our excellent record for transferring and retaining staff.

Benefits galore

With BT's Managed Security Control Centre, your Local Authority could be able to:

- **Save money without compromising quality** – due to the financial benefits of centralised control and other potential cost reductions
- **Generate new revenue streams** – we can help you expand your CCTV services to cover other council departments and local businesses
- **Improve safety in the community** – through higher quality, more effective monitoring.

To find out more, please read on...

A single, secure and consolidated control centre

Most Local Authorities would be able to save money if their CCTV services were consolidated with other local partners. BT can bring all of these together, integrating them into a central location. Even local Housing Association CCTV systems could be linked into this control centre.

Adopting this solution can both free up office space and reduce your costs. We can also show you how to implement a system that saves police

travel time so that your planned consolidation delivers the benefits required and doesn't drive up costs elsewhere.

If you use one of our telephone exchange buildings as your control centre, this will be:

Secure – You can enjoy the benefits of a complete security solution, based in a control centre that is protected by 24 hour surveillance, 365 days a year.

Convenient – Our exchanges usually have excellent transport links and their central position will enable you to maintain close connections with partners such as the local police force.

Versatile – We will design and tailor your control centre so that it meets your needs and your specific security requirements.

We are able to refit and refurbish existing Control Rooms, or manage the construction of a new control room in premises provided by the Local Authority.

Whichever option you choose, your new control centre would typically include:

- Fully functional and refurbished CCTV Control Room with secure access
- New screen and video wall displays
- Air conditioning and Uninterrupted Power Supply
- Optional integration and distribution of images to third parties
- Seamless migration from your existing control rooms.

Generating extra revenues

As an added bonus, our solution can enable you to offer the latest CCTV and alarm monitoring services so you can protect schools, social housing and private businesses in your area.





Bringing community security into the 21st century

BT has extensive experience in the security arena. We also have access to a wide range of technically advanced solutions. Many Local Authorities are still using outdated analogue CCTV systems that are coming to the end of their life. We can help them to migrate smoothly to the latest cost-effective digital technology.

Our high quality CCTV end-to-end solutions include cameras, transmission (fixed or wireless), video storage and analytics. One of our key offerings is the BT i-Witness digital storage and retrieval system. This highly sophisticated digital platform provides the following features and benefits:

Versatile storage: The ability to store, access and manage huge quantities of image data – rapidly, securely and accurately

Superb quality: The provision of high quality images from virtually tamper-proof video that can confidently be used as evidence in court

Great efficiencies: i-Witness enables police forces to have access to both live and recorded images, reducing their travel time

Professional prevention and protection

In addition to CCTV, your Managed Security Control Centre can also act as the hub for all of your community safety needs – such as the monitoring of security and fire alarms, and access control.

Ultimately, our centre is designed to:

- Deliver more effective crime prevention measures, boost arrest rates and reduce anti-social behaviour
- Offer added protection to lone workers (e.g. social workers) who could be vulnerable to attack. Our solution can include a monitoring facility and the ability to trigger an alarm in the event of a threat or problem
- Produce a safer working and living environment for local residents, businesses and visitors.

A local service run by local people

The Security Control Centre will be managed by a professional team, led by a highly experience Control Room Manager.

The control room can be staffed either by:

- BT CCTV trained operators
- Your own personnel
- Local Authority employees who have been transferred to BT in accordance with TUPE (Transfer of Undertakings (Protection of Employment)) regulations.

If you opt for the TUPE route, you can be confident that this migration of staff will be carried out efficiently and professionally, due to our:

Proven transfer process – We have dedicated HR Outsourcing Consultants and a team of experts. All TUPE personnel will be fully employed by BT and won't be contracted to a third party.

Extensive experience – BT has an excellent track record in this area, with over ten years' experience of outsourcing. This is underpinned by a retention rate of 85% for transferred staff after three years.

Commitment to transferred personnel – We are committed to honouring the spirit as well as the letter of the TUPE regulations. This includes:

- Providing a supportive working environment following the transfer
- Ensuring that transferred staff receive equivalent benefits and pension arrangements wherever possible
- Valuing their skills and experience and offering relevant training and opportunities.

BT: a trusted partner

BT is committed to:

People – BT has been accredited with Investors in People since 1998. We have developed proven frameworks designed to give our personnel the knowledge, skills and motivation they need to work efficiently and effectively.

Opportunity – With over 100,000 employees, BT offers a wide range of career opportunities to employees.

Training – We spend some £200 million per annum on the training and development of our staff. We also provide access to over 2,000 online training courses.





With BT, you're in safe hands

BT has impeccable security credentials:

- We have over 20 years' experience of providing public space CCTV and 43 billion images per day
- We deliver nearly 400,000 intruder and fire alarms
- Our solutions comply with the National CCTV Strategy
- We protect over 6,000 BT buildings
- More than 80% of UK towns and cities use BT CCTV circuits to connect their cameras with their control rooms
- We are experts in IP networking
- We provide a round-the-clock helpdesk; use remote diagnostics to constantly monitor the health of your CCTV system; and have a four hour response time to reported faults. We are committed to keeping your system working effectively at all times.

Our capabilities are underlined by our accreditation with the following organisations:

- **Loss Prevention Certification Board** (independent assessor of fire and security alarm monitoring)
- **Security Systems and Alarm Inspectorate Board** (impartial security industry inspectorate).

All of our security installations comply with the required standards (EN50131 or BS8418).

Contact us

For more details of how a Managed Security Control Centre could make a difference to your Local Authority, please call **Andrea Foord** on +44 (0)7801 040673, or via email on andrea.foord@bt.com

Offices Worldwide

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Bringing it all together