

Maintenance of access control, CCTV, intruder alarm and fire pager systems for University College London

A prestigious university, the UCL campus comprises 200 buildings across its central London site in Bloomsbury, and satellite sites in the home counties.

ReachActive was awarded the contract for planned maintenance of all security systems across the entire UCL estate, providing a 24 hour, 7 days a week, 365 days a year service.

Client: UCL



Building services

Background

Historically, security systems had been provided to UCL by two companies, with on-site engineers employed full-time due to the extensive scale of the portfolio and the requirement for continuous maintenance works throughout the year. The framework contract required a single incoming contractor to deliver significant system expansion via construction projects under UCL's 'Transforming UCL' initiative.

Scope

ReachActive's scope comprised the maintenance of access control, CCTV, intruder alarm and fire pager systems across all sites and the introduction of improved workflow planning and management across all deployed technologies.

Technical details

Operational works included:

Planned preventative maintenance:

- Pelco Endura CCTV System comprising approximately 700 cameras distributed over the client's local area network (LAN)
- Gallagher Cardax Access Control System comprising approximately 800 controlled doors over the client's LAN
- Approximately 150 integrated Intruder Alarm Systems distributed over the client's LAN via a Risco SynopSYS network
- Approximately 20 wireless fire pager systems distributed throughout the main Bloomsbury campus

Associated services:

- 24/7/365 out of hours engineering support to ensure the continuous operation of all security systems
- Supply, installation and commissioning of all internal and third party system expansion and enhancement projects
- Continuous development of system specification performance in line with UCL requirements

Key challenges and outcomes

Challenge: Achieving effective asset management from a baseline on contract award of minimal asset information.

Approach: ReachActive devised and implemented asset management processes which resolved and consolidated client records.

Outcome: Effective asset management based on accurate, up-to-date records.

Challenge: Improving the interfaces between UCL's capital projects and security systems departments to facilitate effective management of planned construction projects.

Approach: ReachActive worked with UCL management and professional colleagues to introduce system specification and design processes, including producing detailed AutoCAD drawings.

Outcome: The new processes form part of UCL's requirements for all developments.

Benefits

ReachActive has enabled significant improvements in its client's control and management of their systems. The profile of UCL Security Systems has been elevated within their organisation as a direct consequence of the improved modes of engagement introduced by ReachActive.

