

CASE STUDY - HOSPITALITY INDUSTRY

Successful Integrated System Solution Improves “Seek and Search” Targets in Hospitality Industry



Cortech Developments has successfully completed a project in the hospitality industry by working in partnership with one of our Gold Technical Partners - Alarm Communications Ltd

With over 35 years of industry experience, ACL work with some of the most prestigious properties in London and the South East. Working across their three-core service; Fire & Life Safety Systems, Security Systems and Building Energy Management Systems, they install and maintain the highest quality building systems, reliably, transparently, and with the future in mind.

Aspiring to create safe, secure and sustainable spaces, that have a positive influence on the lives of colleagues, clients and the communities we all work in.

The Client

A luxury 5-star hotel, based in one of the most exclusive parts of London, required an integrated solution that could not only help maintain their impressive Seek and Search KPIs but that would also keep its guests, staff, buildings and other assets safe.

Investing in a ‘future proof’ technology was essential to the hotel, allowing full integration into Datalog providing the site with the opportunity and flexibility to add to the system.

The Project

By integrating multiple systems into Datalog, central monitoring solution, they are to obtain greater visibility, reduce emergency response times, enhance operational efficiency and increase accountability, all while providing peace of mind for staff and guests alike.

The challenge was to integrate the multiple systems into Datalog while providing no risk to the safety and security of the guests or creating any impact on their overall experience.

Fire Alarm Integration

By integrating their current fire alarm system into Datalog, the client has been provided with a fast and reliable means to locate a fire in its incipient stage. As such, they have enhanced the following goals of fire protection:

- Life safety
- Property protection
- Reducing emergency response times
- Continuity of operations

Hotels have a duty of care to their staff and guests in case of an emergency, the local fire department has set specific Seek and Search Targets, 60 seconds to acknowledge the alarm and 5 minutes to commence evacuation of the building if required.

Using Datalog, operators can quickly assess the nature of any fire alarm signal and pinpoint the location of fire origin to their emergency response teams, to enable them to either verify or dispute the immediate requirement for the rapid deployment of the fire brigade. This approach helps to reduce time wasted on false alarm signals but where there is a genuine threat, enables the hotel’s emergency response teams to react in the appropriate, time efficient manner.

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Integration Of Other Systems

One of the most important responsibilities of hotel management is to secure the facility, protect customers, guests, staff, and safeguard the property. Security and safety are both vital in the hospitality sector and on this basis the hotel implement sufficient measures to protect guests, employees and physical resources and assets.

Hotels generally have multiple additional spaces such as gyms, spas, swimming pools and restaurants to name a few. ACL worked closely with this particular end user when selecting the system offering, Datalog, to ensure it had sufficient scope, either now or by means of future development, to integrate the sites systems to provide pinpoint locations in the event of any alarm signal being generated.

The Integration of intruder alarm and access control systems, in addition to providing signals from emergency incident and disable toilet alarms, or even utilising Datalog to monitor the position of high value assets displayed across the property, will provide the security team with a visual representation of exactly where an incident has occurred and as a result enables the hotel's emergency response teams, as well as the emergency services if required, to reduce their response times to the event.

Integration of the CCTV system will also aid the hotel's emergency response teams when dealing with alarm activations. Datalog has the ability to enable cause and effects between systems, meaning an alarm event on any system integrated to Datalog could be configured to automatically bring up live streams of all local CCTV cameras on a separate alarm screen. This provides the control room operative with live footage of the local area to the alarm activation and better equips them to advise and assist their emergency response teams accordingly.

The Result

By working in partnership with ACL, we have been able to provide the client with a fully integrated system software solution, Datalog, that allows for operators to obtain greater visibility and situational awareness, while allowing them to respond to alarms, events, or alerts triggered in a more efficient and timely manner.

This hotel is now leading the way in both fire life safety and security for its guests and staff with the very latest offerings in technology and systems.

To find out more about ACL you can visit their website here.
<https://www.acl.uk.com/>

ACL Comments

It was essential to our client that we could provide them with a solution that when deployed, would aid their response to emergency situations, equipping their response teams with the information they require and with the additional aim of helping to reduce their response times.

The primary benefit of Cortech's, Datalog software offering, is that it enables us to integrate multiple systems into a singular frontend, creating an alarm management platform which would benefit any control room environment. Providing a visual representation of where an alarm activation has occurred, assists our clients response to any potential emergency situation and enables their emergency response teams to respond to the correct location as efficiently as possible.

We worked with our client on this project to provide a solution that not only met their current requirements, but also provided a foundation to build upon, to ensure the solution offered was one that could be further developed to meet any requested requirements in the future.