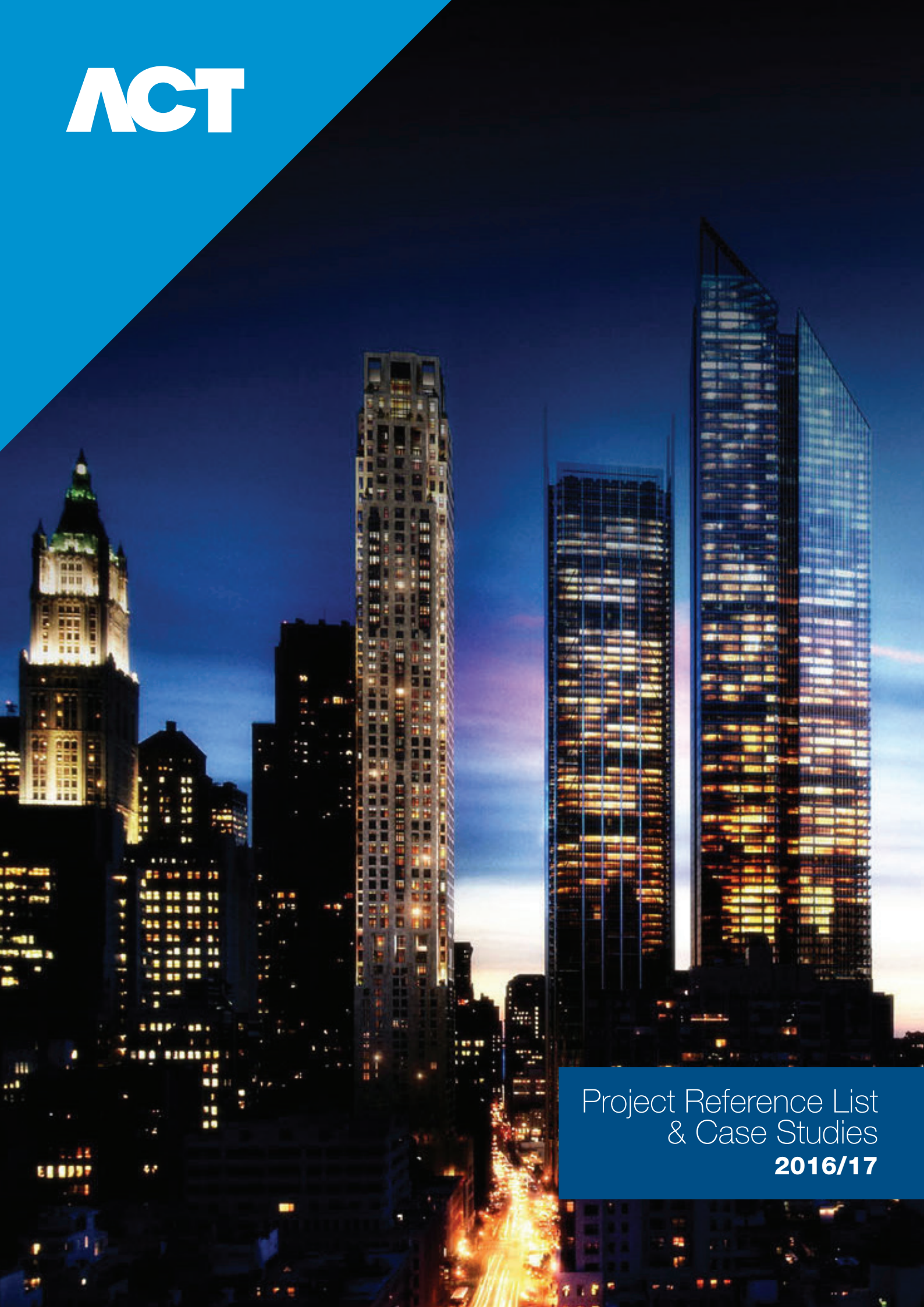


The image features a blue diagonal banner in the top-left corner containing the 'ACT' logo in white. The background is a night-time photograph of a city skyline, with several prominent skyscrapers illuminated against a dark sky. The lights from the buildings and the street below create a vibrant, urban atmosphere.

ACT

Project Reference List
& Case Studies
2016/17



ACT

Project Reference List



Sector	Project Reference Site	Country	Doors/ Cameras	Product Range	
Construction					
Construction	ARUP Engineering	Ireland	25-50	Visitor Management & Access Control	p32
Construction	Futtaim Carillion Construction Site Abu Dhabi	UAE	0-25	Access Control	
Construction	Futtaim Carillion Construction Site Dubai	UAE	0-25	Access Control	
Construction	Construction Site - Brisbane	Australia	0-25	Access Control	
Construction	PM Group	Ireland	50-100	Access Control	
Construction	CRH Global Headquarters	Ireland	25-50	Video Management System, Access Control & Visitor Management	

Corporate

Corporate	D&B Information Systems	Ireland	n/a	Visitor Management	p14
Corporate	ASB Building	Netherlands	0-25	Access Control	
Corporate	One Avenue	England	50-100	Access Control	
Corporate	4 New Square	England	100-300	Access Control	
Corporate	Castlebridge	Wales	25-50	Video Management System & Access Control	

Council/Local Government

Council/Local Government	Irish Embassy in Ethiopia	Ethiopia	0-25	Access Control
Council/Local Government	14 Regional Police Stations	Norway	50-100	Access Control
Council/Local Government	Governors' Office in Alexandria	Egypt	0-25	Access Control
Council/Local Government	Post Office Data Center - Teheran	Iran	0-25	Access Control
Council/Local Government	Brøndby Kommune	Denmark	100-300	Access Control
Council/Local Government	Cyprus Embassy in Kuwait	Kuwait	0-25	Access Control
Council/Local Government	Cyprus Embassy in Qatar	Qatar	0-25	Access Control
Council/Local Government	Cyprus Embassy	Cyprus	0-25	Access Control
Council/Local Government	Donegal County Council	Ireland	50-100	Access Control
Council/Local Government	Coastal Housing	Wales	50-100	Access Control

Defence

Defence	UK Ministry of Defence	Germany	25-50	Access Control
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Education

Education	Barnsley Academy	England	50-100	Visitor Management & Access Control	p48
Education	Gdansk University Dormitories	Poland	100-300	Access Control	
Education	Bury St Edmunds College	England	50-100	Access Control	
Education	Suffolk One (College)	England	100-300	Access Control	

Education (continued)

Education	Dyffryn Taf School	Wales	0-25	Access Control	p24
Education	DIT	Ireland	300-500	Access Control	p28
Education	Royal College of Surgeons	England	25-50	Access Control	p33
Education	Sheffield College	England	50-100	Access Control	p46
Education	Redland Green School	Malaysia	50+	Access Control	p49

Energy

Energy	Gulf Oil	Netherlands	0-25	Access Control
Energy	Coillte	Ireland	50-100	Access Control
Energy	Tynagh Energy Limited	Ireland	25-50	Access Control

Financial

Financial	KPMG General Building in Cyprus	Cyprus	50-100	Access Control
Financial	Guarantee Trust Bank - Lagos Head Office	Nigeria	25-50	Access Control
Financial	Central Bank of Seychelles	Seychelles	25-50	Access Control
Financial	Ernst & Young (EY)	England	50-100	Access Control
Financial	AIB Headquarters	Ireland	50-100	Access Control
Financial	Ernst & Young (EY)	Ireland	50-100	Access Control
Financial	Galway Credit Union	Ireland	0-25	Access Control

p26

Government

Government	ATP Head Office	Denmark	100-300	Access Control
Government	MINURSO (United Nations Mission for Referendum in Western Sahara)	Western Sahara	0-25	Access Control
Government	National Holdings Company	Abu Dhabi	0-25	Access Control
Government	Central Criminal courts	Ireland	500+	Access Control
Government	Youth Detention Centre	Ireland	500+	Access Control
Government	Dail Eireann	Ireland	300-500	Access Control
Government	Central Jail of Nicosia	Cyprus	300+	Video Management System

p40

Healthcare

Healthcare	Royal Sussex (Brighton)	England	650+	Access Control	p10 p35 p38 p50
Healthcare	Oxfordshire Mental Health	England	500+	Access Control	
Healthcare	University Hospital Galway	Ireland	100-300	Access Control	
Healthcare	Kings College Hospital	England	1250+	Access Control	
Healthcare	Cnam Evreux	France	25-50	Access Control	
Healthcare	Northwick Park Hospital	England	100-300	Access Control	
Healthcare	North Essex Mental Health	England	300-500	Access Control	
Healthcare	Penbury Hospital	England	100-300	Access Control	
Healthcare	Newham General Hospital	England	50-100	Access Control	

Healthcare (continued)

Healthcare	St James's Hospital	Ireland	500+	Access Control
Healthcare	King Edwards Hospital	England	50-100	Access Control
Healthcare	Maison de retraite des Lauriers'	France	25-50	Access Control

p17

Manufacturing

Manufacturing	Perigord	Ireland	0-25	Visitor Management
Manufacturing	Xerox	Ireland	25-50	Access Control & Visitor Management
Manufacturing	Delarue Factory	Malta	50-100	Access Control
Manufacturing	Panzani Plant	France	0-25	Access Control
Manufacturing	Coca Cola Bottling Plant	Greece	100-300	Access Control
Manufacturing	Christians Group	Netherlands	0-25	Access Control
Manufacturing	SKF Plant	France	25-50	Access Control
Manufacturing	Meca Atlantique	France	0-25	Access Control
Manufacturing	Brecknell Willis	England	0-25	Access Control

p20

Media

Media	Carlow IT Visual Arts Centre	Ireland	50-100	Access Control
Media	ITN	England	150+	Access Control

Pharmaceutical

Pharmaceutical	Anker Drugs Production Plant	India	100-300	Access Control
Pharmaceutical	Uniphar Group	Ireland		Visitor Management
Pharmaceutical	Cook Medical	Germany	25-50	Access Control
Pharmaceutical	United Drug	Ireland	100-300	Access Control
Pharmaceutical	Teva	Ireland	50-100	Access Control
Pharmaceutical	ICON	Ireland	50-100	Access Control

Real Estate

Real Estate	Al Futtaim Real Estate Group	Egypt	0-25	Access Control
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Retail

Retail	Hyper U Supermarket	France	50-100	Access Control
Retail	Super U Supermarket (Lignes)	France	0-25	Access Control
Retail	Super U Supermarket (Vigneux)	France	0-25	Access Control
Retail	Magasin Gasin But (Solliers)	France	0-25	Access Control
Retail	Logistic IKEA Warehouse	Spain	0-25	Access Control
Retail	Primark	Germany	0-25	Access Control
Retail	Mustads VEI 1 Shopping Centre and Offices	Norway	50-100	Access Control
Retail	Sainsburys	England	50-100	Access Control
Retail	Dunnes Stores	Ireland	100-300	Access Control

p12

Retail (continued)

Retail	ASDA	England	1000+	Access Control	
Retail	IKEA	England	25-50	Access Control	
Retail	LIDL	Ireland	100+	Access Control	
Retail	Arndale Centre, Manchester	England	50+	Access Control	p22

Sports

Sports	Manoel Marina	Malta	0-25	Access Control	p16
Sports	Lords Cricket Ground	England	50-100	Access Control	p34
Sports	Silverstone Race Circuit	England	32	Video Management System	p37
Sports	Twickenham Stadium	England	100-300	Access Control	
Sports	Warsaw National Stadium	Poland	0-25	Access Control	
Sports	Liverpool Football Stadium	England	25-50	Access Control	
Sports	Burnley Football Stadium	England	25-50	Access Control	p42

Telecommunications

Telecommunications	3 Headquarters	Ireland	200-300	Access Control	
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Transportation

Transportation	Sevilla Airport	Spain	0-25	Access Control	
Transportation	DSV Headquarters	Denmark	300-500	Access Control	
Transportation	Diamond Hangar (Stansted Airport)	England	50-100	Access Control	p18
Transportation	InFlight (Stansted Airport)	England	50-100	Access Control	
Transportation	Irish Rail	Ireland	50-100	Access Control	
Transportation	Kerry Airport	Ireland	25-50	Access Control	
Transportation	Seychelles Airport	Seychelles	25-50	Access Control	p21
Transportation	Irish Ferries: Dublin Port	Ireland	25-50	Access Control	p30
Transportation	London Luton Airport	England	25-50	Access Control	p31
Transportation	Severn River Crossing	England	25-50	Access Control	p36

Leisure

Hotels	The Ritz, London	England	25-50	Access Control	p44
Travel	Travix	England	0-25	Cloud Access Control	p52

Case Studies

CASE STUDY

– Royal Sussex County Hospital

Meridian Surveillance Systems are securing the Royal Sussex County Hospital in Brighton with door controllers, proximity readers and management software from Access Control Technology (ACT) as part of an IP-addressable system.

The Royal Sussex County Hospital provides general, specialist and tertiary services as part of Brighton and Sussex University Hospitals (BSUH) which is an acute teaching hospital working across two sites in Brighton and Haywards Heath. The Trust treats three quarter of a million patients a year and is a major trauma centre for the south east of England.

Access Control Solution provided by ACTpro

Over 650 doors at the Trust have been secured using ACT's ACTpro 4000 two-door controllers which can extend to a total of 16 doors when used with ACT door stations. As with any hospital, facilities managers at BSUH required equipment that would balance ease of access in emergency situations with appropriate controls in clinical areas. Urgency of need to admit had to be balanced with proper documentation of entrance and egress.

Every controller offers individually-tailored access levels which has allowed Meridian Surveillance Systems to implement a solution with a hierarchy of access rights for staff members according to job profile. Using the ACT Enterprise management software, Trust facility managers create cards for hospital employees (currently numbering over 15,000) as well as constantly adjusting access rights to allow distinctions between areas of practice for surgical and nursing personnel (which can change weekly) as well as basic profile details such as likely hours of work.

The door controllers are designed for high-traffic volumes in multi-site campus environments such as a hospital. At Brighton and Haywards Heath, the controllers are being used with ACTpro MIFARE proximity readers and contactless smart cards.

IP Addressable Access Control Door Controllers cause minimal disruption

Daniel Collins is Projects Manager at Meridian Surveillance Systems. He said: *"The fact that the ACT products are IP-addressable means we have caused minimal disruption to the core activity of the Trust and frequently used existing structured twisted pair cabling within the site's IT infrastructure. Avoiding use of new cabling and peripherals has reduced the carbon footprint of the project. We've tripled the number of system controllers and future-proofed the hospitals since additional door stations can be fitted whenever required."*

Daniel continued: *"IP as opposed to the legacy analogue system means that information reaches the system controllers sooner and there is no loss of data even if the lines run over considerable distances. We've been able to integrate the ACT installation with existing key control and tracking as well as*



digital surveillance from Cathexis. Problems with maglocks and break-glass units are inevitable in a busy environment but call-outs for access are now very infrequent and failures have been reduced by 95% since the ACT equipment was introduced. The voltage and break-glass monitoring within the ACT software has become invaluable.”

The ACT control software being used at the hospital trust is ACT Enterprise which features auto-discovery of door stations and controllers as well as site maps which allow users to visually monitor access control points and I/O modules on a graphical representation of the property.

In addition to the Brighton campus, the ACT access control equipment is in use at the Princess Royal Hospital in Haywards Heath which includes the Hurstwood Park Regional Centre for Neurosciences where patients from across the south-east receive inpatient and outpatient neurological surgery and interventional radiology.

Recent developments at BSUH include a pioneering investigation unit at the Royal Alexandra Children’s Hospital which will enhance gastro-intestinal services for young people across Sussex and contribute to research that will have national and international significance.

Cambridge-based Meridian Surveillance Systems cover security disciplines including access control, CCTV, intruder alarms and perimeter protection. The company excels in the healthcare market (both public and private sectors) and is active at City of London financial institutions as well as major corporate sites. Meridian can work with clients at the earliest stage of a project on a consultancy basis before specifying, installing, monitoring and maintaining equipment.



CASE STUDY

– Hyper U

French retail chain Hyper U is using an access control solution from ACT at one of its largest stores, a 20,000-square-metre property with 200 full-time personnel at the western town of Savenay in the Loire Estuary.

The integrator is 2ACOM who have installed the equipment in two phases after the end-user found the ACT solution to be robust, reliable and with the functionality needed to both secure the site and improve logistics by reporting on staff activity. Hyper U wanted to control and log movement of staff around the shop floor, office block, delivery areas, car parks, lifts, stock rooms and perimeter. The client also needed a hierarchical rights management system so that staff would only access certain groups of doors associated with their job function and at appropriate times of day according to their shift. Hyper U found the flexibility they needed in ACT's door stations, door controllers, readers and ACT Enterprise software.

The software's graphical interface is simplifying database management for Hyper U and has allowed supervisors to create 71 user groups, so promoting complete visibility of staff movement and enhancing health & safety at a store with long opening hours where there is activity 24 hours a day. While the human resources department can intervene if workers are not in the right place when they should be, the access control system also contributes to staff welfare by creating an audit trail. This ensures that workers do not become stranded in remote areas or spend excessive amounts of time in locations such as refrigeration rooms.

The door security also ensures that prospective thieves remain on the shop-floor and are denied entry to areas where high-value items are stored. It should be noted that French supermarket retailers make extensive use of the concession system whereby there is a gallery of 'boutique' suppliers of items such as smart phones and tablet computers operating under the same roof.

Areas that are commercially sensitive (e.g. cashier's office, luxury electrical goods) as well as loading bays where the presence of vehicles puts a premium on safety have a twin level of security with both keypads and proximity readers being used.

Serge Tureau is Export Sales Manager at ACT. He said: *"Hyper U can take advantage of the sophisticated card editing and printing offered by ACT Enterprise as well as the software's unlimited log events and auto-discovery of door stations and controllers on the network. Facilities managers will appreciate the ACTpro4000 door controller which offers TCP/IP networking, low bandwidth requirements and voltage monitoring."*

"But at the manual level it is units such as the outdoor ACTpro 1030PM proximity reader which sits flush against a wall and is reinforced by a steel plate that will assist staff who are required to move goods in safety-critical areas, often with the use of forklift trucks."



- The ACT units cover 60 doors and the equipment is working in conjunction with intruder alarms, CCTV and perimeter intrusion protection.

The integrators, Nantes-based 2ACOM, specialise in telephony but have recognised how IP-based access control is a complementary sector in which they can work. 2ACOM have been using ACT solutions for 10 years. The company also excels in video surveillance, fire protection and network cabling services. 2ACOM covers much of the Atlantic coast in the Loire area and the metropolitan area surrounding the city of Nantes.



CASE STUDY

– 4 New Square

ACT Opening Legal Doors

Capital Fire and Security have completed installation of an access control system at a site in Lincoln's Inn Fields where lawyers have been practicing for over 600 years. The Grade-II listed building, in London's largest public square, is now fitted with hardware from Access Control Technology (ACT).

4 New Square, a set of chambers for prominent barristers, is located next to the Central Criminal Court of England and Wales, commonly called the Old Bailey. Using ACT's proximity readers and door controllers, 4 New Square has added access control to over 100 doors.

The building hosts meetings between clients, solicitors and barristers for the most high-profile legal cases in the world, with many of the barristers being Queen's Counsel. After a demonstration, the client saw the benefits of a centrally controlled card-based access control system as opposed to traditional key-based systems. Flexible security is paramount, especially in an environment where lawyers working in the same building frequently appear on opposing sides of the same case.

Capital Fire and Security chose an ACT proximity reader with the ability to read highly secure and versatile smart-card technology, the ACTpro DESFire EV1 1040. This choice of advanced reader allows the client to use the same cards with time and attendance and PC logical access systems. With architectural integrity a major consideration, the ability to install the readers as either flush or surface-mounted ensured the installation had minimal architectural impact.

To complement the choice of readers, ACTpro 4000 door controllers have been fitted in the operational and administrative areas of 4 New Square. Used in conjunction with ACTpro door stations, these controllers can support 60,000 users and 1,024 user groups. The ACT hardware uses low bandwidth and auto-discovery for easy installation and maintenance, alongside advanced features such as timed anti-passback and counting areas.

To complement and manage the access control system, ACT's latest software platform, ACT Enterprise, is being used at 4 New Square. This role-based system is designed for the increasingly complex demands of a modern access control system. The design principle behind ACTpro Enterprise segregates different functionality by the user's role – such as the installer, the security guard and the system administrator – to ensure minimal accidental system changes and system maintenance. The modules within the application are called 'ACTinstall', 'ACTmonitor' and 'ACTmanage'. The flexibility of ACTpro Enterprise is demonstrated with the integration of third-party products on this site such as the intruder alarm system.

ACT Enterprise has been designed to give users a familiar web-browser experience using hyperlinks, 'backwards' and 'forwards' buttons and powerful search functionality.



○ Ian Wheeler, IT Manager at 4 New Square, said: *“ACT Enterprise allows us to assign rights based on roles, zones and time of the day. With ACT’s access control system, a lost card is easily removed and a replacement issued straight away. Flexibility, paired with ACTpro Enterprise’s powerful reporting ability, means ACT access control really is an all-in-one solution for us.”*

Capital Fire and Security design, supply and maintain access control, CCTV, and fire systems throughout London, working for clients in sectors including retail, banking, education, theatre and office management. The company is accredited by the National Security Inspectorate (NSI), the United Kingdom Accreditation Services and the Safe Contractor scheme.



CASE STUDY

– Manoel Marina



Malta based installation company, Mediterranean Protection Solutions (MPS), recently completed the installation of ACT equipment to drive their access control solution in the Maltese Marina: Manoel Island Yacht Yard. Positioned in Marsamxetto harbour, it is said to be one of the finest attractions for superyachts looking for a completely equipped berth.

Paired with CCTV and manned security, the installation of ACT access control ensures the safety and security of the Marina. Mediterranean Protection Solutions used the ACTpro 4000 controller and 1030PM readers.

Bruce Bonnici, security consultant and owner of MPS said: *“Having worked in the security industry for 20 years, I’ve learned that using high-quality, reliable equipment from the start ensures the fewest problems for you and your client. We chose ACT hardware because we know we’ll get a reliable product and great tech support at all stages of the installation.”*



CASE STUDY

– Maison de retraite des Lauriers

Located in the town of Carros, near Nice, is the 'Maison de retraite des Lauriers'. This retirement home in the south of France required 34 doors to be secured with the latest access control.

Cofely Inéo installers used ACTpro controllers and the ACT Enterprise software suite to complete the job. Our distributor, COFADIS, who specializes in high end security solutions, including ACT, recommended our ACTpro system for its ease of installation and reliability

"ACT hardware is easy to install and virtually maintenance free. We recommend it for any job this size, especially on modern buildings where discreet and stylish design is required." – Alain Prevost, Owner of COFADIS

The 34 doors were secured using ACTpro 1500 controllers paired with ACTpro 101 door stations, allowing each ACTpro 1500 to control up to 32 doors each. INEO, the installer, who is part of the SUEZ-GDF group (www.ineocom-gdfsuez.com), paired the ACTpro controllers with the ACT Enterprise software suite and third-party controllers. ACTpro controllers can be used with any wiegand or clock and data readers.



CASE STUDY

– The Diamond Hangar, Stansted Airport

The Project

The Diamond Hangar, which is the largest at Stansted, was recently acquired by a new owner to provide aircraft serving and VIP flight connections to worldwide destinations. With clients such as Thompson and Monarch airlines, the company's technicians already service many private jets.

The Challenge

ICTS installers were asked to secure the hangar, especially with regard to the division of land-side and air-side, also ensuring no one enter the hangar whilst the main doors are open. The hangar has two main areas, a set of offices and the main aircraft hangar, with four large doors 40m tall and 40m wide.

Innovation

Using the ACTpro range, the offices were easily secured, but the main challenge the Diamond Hangar presented was securing the main hangar doors. With doors over 40m wide and 40m tall, cabling to these is not possible. ACT worked with ICTS to devise a solution using microwave transmitters and receivers to talk to ACTpro 4000's on each hangar door. The solution has proved to work in all conditions, with the doors open or closed, and if the receivers are blocked by an aircraft tail, the ACTpro 4000 stores the entire access credentials database, and continues to function normally.





The VIP Entrance

The main entrance to the complex will use a dual height post with 2 ACTentry V-IP panels, and a barrier controlled by an ACTpro 4000. The software is installed on multiple PC's around the site, and this will work as a substitute for manned guards in the daytime hours.

Flexible, Secure, Office Space

With much of the office space being sub-let, the access solutions will have to be flexible, and easy to maintain and install. ICTS sees the ACTpro eLock as the perfect solution for this, because of it's easy to install, low-maintenance operation and long-range wireless capability, with each ACTpro eLock automatically connecting the nearest ACTpro eLock hub.

ACT Enterprise is already in operation onsite, and will be connected to IP video and ID badge systems to form the centre of the Diamond Hangar's security solution.



CASE STUDY

– Coca Cola Bottling Plant



Project

Coca-Cola Hellenic control the largest bottling facilities for Coca-Cola outside of the United States. Established in 1969, the company's recent €5 billion investment in property and equipment has made it one of the world's leaders in bottled drinks with over 25 production lines.

Challenge

With over 200 doors across four sites, this project required the latest in access-control hardware and software. The sites are at the following locations in Greece:

- Athens
- Thessaloniki
- Crete
- Aegio

Innovation

The main building itself has over 120 doors, and the security installers, MAXIMA SYSTEMS, knew the ACTpro range would make the installation low-maintenance and hassle free. The sites use ACTpro controllers, including the ACTpro 4000, and ACTpro 1030 readers to secure the doors.

Why ACT?

"ACT's software allowed us to easily install and maintain the ACTpro range for multiple locations using one system. The ACTpro range gives us the flexibility to meet any access control challenge, regardless of location."

– Dickran Bledjian, MD of Maxima Systems.



CASE STUDY

– Seychelles International Airport



Secure access control has never been more critical in transport hubs. The monitoring of people's movements within the Seychelles International Airport is vital for passenger safety. With this in mind, Smart & Secure Solutions (www.smartnsecure.sc) recently installed an ACTpro system at the airport (www.scaa.sc).

Using ACTpro 4000 and 4200 controllers with entry and exit readers, airport security now have an easy to use, role based access control software system (ACT Enterprise). Jimmy Pillay, owner of Smart & Secure Solutions was delighted with the ease of installation and the support he received from ACT both commercially and technically. We look forward to doing business together on future projects using ACT products.



CASE STUDY

– Arndale Centre, Manchester

Dante Group has installed ACTviquest, an integrated access control and video management solution, at the £100m Manchester Arndale shopping mall. Unique in the security industry, ACTviquest from ACT enables users to operate cameras and access control from a single platform as part of a unified suite.

The Arndale is the third largest city-centre shopping venue in Europe. It has complex needs and required a scalable solution that would combine VMS with access control as a genuine integration rather than a 'bolt-on' compromise.

ACTviquest offers flexible video recording, retrieval and archiving options with broad access control information such as break-glass, door forced or door ajar scenarios. Users at the Arndale are benefiting from a GUI that shows the site with a 3D feel which represents all devices and their current status as icons. Fire alarm systems and break-glass incidents are included in these views.

If a member of the public or an intruder attempts to use a restricted door anywhere on the 140,000 square-metre Arndale site, ACTviquest highlights this to operators and presents them with camera feeds in the relevant zone. The Arndale has a nine-floor central tower with offices that are used by its own staff and third parties. Employees use MIFARE cards with access privileges appropriate to their job. They present their card to readers, and door control is then managed via ACTpro 4000 controllers. These units are designed for high-traffic volumes where changes to the cardholder database are a regular occurrence. They can manage up to 60,000 users.

ACTviquest has a mobile app that not only allows Arndale managers to view the site remotely but means they can leave the control room during an incident to gain information on the ground as a situation unfolds while still viewing camera streams and access control status from a smartphone or tablet. This level of information can contribute to optimum decision-making. The app, which is available for both iOS and Android, gives comprehensive PTZ control of cameras. As an alternative, users outside the operational hub can both view and control up to six cameras as well as monitoring access control events simply by logging in to any major web browser.

Thousands of business visitors come to the site in Manchester's city centre for appointments every week. ACT worked with Dante Group and Thames Valley Controls (a high-technology lift control specialist) to ensure that ACTviquest is aware of which lifts and doors are appropriate for each visitor's destination. If a visitor tries to enter areas that are not applicable to them they will be denied access.

As the project develops, ACT will be integrating with over 150 cameras (both IP and encoded feeds from analogue) at the Arndale. The software supports all major camera brands including Hikvision, Ganz, Vivotek, Bosch, Samsung and Sony.



Michael Byrden, Sales Director of ACT, said: *“The installation shows ACT supplying unified access control and situational awareness to one of the most important shopping malls in the UK. Unlike most retail sites, the focus here is public safety and general logistics rather than shrinkage. ACTviquet is empowering management at Manchester Arndale to process an ever-increasing range of data types and combat broad security threats.”*

ACT solutions are being used extensively in the retail sector. Other major applications include the French chain Hyper U, Asda in the UK (a subsidiary of Walmart), Sainsbury’s, Aldi and Ocado (an online supermarket).

Dante Group provides project management services as well as commercial fire and security systems throughout the UK. The company has mechanical and construction divisions. It has achieved the quality standard ISO9001 and environmental standard ISO 14001. Specialisms include CCTV, door entry, intruder alarms and PA/VA.



CASE STUDY

– Amman Valley School, Wales

Ysgol Dyffryn Aman has 1,600 pupils studying across a large campus with a sixth form of over 300. Staff and students are benefiting from protection offered by ACTpro 4000 door controllers and ACTpro door stations on interior and perimeter doors. The ACT hardware uses low bandwidth and auto-discovery for easy installation and maintenance combined with advanced features such as timed anti-passback and counting areas.

Staff at the school activate doors using 13.56MHz MIFARE fobs and ACTpro MIFARE 1030PM readers which, can read data from any of the 16 sectors on a card so offering the extra flexibility required for education applications. Typical usage at the school is for specialised teaching areas such as science laboratories and infrastructure including plant rooms.

The system is configured with time zones so that doors to common areas open automatically during breaks and lunchtime and subsequently relock. The access control system at the school has been extended to secure a link with an adjacent public leisure complex featuring two swimming pools, an athletics track, Astroturf pitches and a gymnasium. School administrators are able to use ACT management software to track door usage and analyse trends in movement around the site as well as designing and printing identity cards.

To date, Dyfed Alarms has secured 50 doors with ACT units while the school conducts phased refurbishments block by block. Ysgol Dyffryn Aman is a co-educational non-denominational school located in Ammanford at the foot of the Black Mountains with a large catchment area covering both rural and urban neighbourhoods in Carmarthenshire. In its most recent Estyn inspection (equivalent to Ofsted in England) the school was adjudged 'good.'

Des John, Business Development Manager at Dyfed Alarms, said: *"The fact that we have been using ACT on successive modular installations over three years at the school is testimony to the build quality and reliability of the products. For this kind of educational installation, ACT is the only company we specify. The technical support is first-rate and in the rare event of a problem, engineers always come to the site promptly. We are currently using ACT equipment at another school in Whitland, also in the county of Carmarthenshire."*





Classes at Ysgol Dyffryn Aman reflect and enhance the bi-lingual nature of the area. Many students represent their county and country at sports. In its current and former identities, the school has produced impressive alumni. Past pupils include the prominent zoologist Prof Donald Arthur, musician John Cale (founder member of The Velvet Underground), international soccer player Dai Davies and international rugby players Don Tarr and Shane Williams.

From a Carmarthen base, Dyfed Alarms covers West, Mid and South Wales. Founded in 1977 and an independent company, it is one of the largest suppliers and installers of access control, CCTV, and fire detection equipment in Wales. Dyfed Alarms' operations include education, healthcare, office space and retail. The company is NSI-approved and a member of NICEIC.

CASE STUDY

– Galway Credit Union

DC Security is a security installer based in Galway. While attending an ACT trade show in early 2015, Colm Daly, owner of DC Security, was impressed with the ACTpro eLock range. He identified the wireless lock system as a product he could sell effectively to clients in the Mayo area. Dedicated training from the ACT team on the eLock system gave DC Security the confidence to bring the system to its clients, starting with the Claremorris Credit Union, which was in the process of upgrading its access control hardware.

Expert training gives DC Security confidence

“The ACT team were hugely helpful in helping us to become familiar with the eLock system. They came down to our offices and gave us training on the system. They showed us how to install the locks and how to use the software,” explains Colm *“The comprehensive training meant we were very confident selling this system to Claremorris Credit Union.”*

DC Security installed the ACTpro eLock system on six doors at the Claremorris Credit Union, replacing a magnetic lock system. The eLocks, which can be fitted to any door, were quick and easy to install with minimum disruption to the client. *“We had the system installed at Claremorris Credit Union in less than half a day. This compares to wired system, which could take up to two days to install,”* says Colm.

Unlike traditional wired solutions, which typically come with a controller, power supply, mag locks, break lock unit, door reader and associated cables, the ACTpro eLock solution comes with just the eLock hub and the eLock itself. The eLock communicates with the hub, which in turn communicates all data to ACTenterprise, the eLock software, where clients can monitor and control door access.

Importantly for Colm, ACT were on site to help DC Security explain the software and the associated interface to the client. *“The team from ACT showed the client how to use every feature of the eLock software, including a clocking-in function, which the credit union will make use of,”* he explains.

Responsive support offers DC Security added reassurance

Colm has also been impressed by ACT's responsiveness. *“We know the guys at ACT are at the end of the phone if we need them. If we have any issues or question about the software they are more than happy to help. Having that level of customer support available to us is important. It means we can offer the same quality of support to our clients, and in such a competitive market, that makes a difference. Having the support of ACT behind us gives us that added reassurance that we can bring this system to other clients, and we have several new sites on the cards in the near future.”*

What did ACT do for DC Security?

- Provide advanced wireless ACTpro eLock access control system
- Delivered comprehensive training on the system to the DC Security team
- Presented ACT Enterprise software training to DC Security's client
- On-going system support and troubleshooting



Benefits for DC Security at a glance

- Advanced, wireless eLock system gives them competitive edge in a crowded market
- eLock system is easy-to-install, minimum disruption to client
- ACT software packed full of features, providing different levels of control and management
- Comprehensive training gives DC Security complete overview of the ACT Enterprise system and confidence to sell it effectively
- On-site client training ensures DC Security client thoroughly understands the system and its capabilities



CASE STUDY

– Dublin Institute of Technology (DIT)

For several years, DIT has relied on ACT for its access control systems across its multiple campuses throughout Dublin city centre. Now, as it migrates to a large, state-of-the-art campus in Grangegorman in Dublin's north inner city, DIT is deploying ACTpro eLocks to secure its new buildings and ensure reliable access control.

DIT is one of the largest higher education institutions in Ireland and is made up of four colleges: the College of Arts and Tourism, College of Business, College of Engineering and Built Environment, and College of Science and Health. It is in the process, together with IT Tallaght and IT Blanchardstown, of applying to be designated as Ireland's first technological university. It's an exciting time for DIT, that includes its planned migration to a new site in Grangegorman, where it will be consolidating 39 sites, 20,000 students and 2,000 staff.

The new campus, formerly St Brendan's Psychiatric Hospital, will be a mixture of purpose-built premises and restored 19th century buildings. For its modern new campus, Estates Maintenance Manager, Colm Gillen has rolled out a wireless access control system from ACT, the ACTpro eLock. The system has already been put in place in the first of the new buildings to be completed.

"We have used ACT products for years. We have their wired access control system in place in all our sites. This is our first time using the wireless system, the ACTpro eLock. We currently have it deployed on 65 doors in our new building. We also have ACT's system on two controlled site entrances, which we can open and close remotely," explains Colm.

For DIT, security and having an incontrovertible audit trail is a critical part of its access control system. The college has a number of research and science labs that need to be secured with full monitoring. The ACT system is consolidated onto one single database, which means that users only need one card, with pre-determined access permissions, to gain access to multiple locations. For added security, the ACT system can be integrated into Milestone, the CCTV system DIT uses.

"Security is very important for us. We have several areas that are off limits to the general public and other areas that have set access criteria in place. The ACTenterprise software gives us the flexibility to easily tweak access permissions, as well as making it easy to add new students when the new term begins and to remove past students when they finish with us. For added security, the ACT system uses the Mifare cards, which uses 128-bit encryption. That provides added reassurance," says Colm.

This is DIT's first time using ACTpro eLock system, but so far, Colm is impressed. *"There are the obvious benefits, such as the more streamlined look thanks to the lack of cables, readers, etc. And the install was extremely cost efficient as there was no need for drilling or cabling, which can take some time. There are some handy functions too like the notifications you get when you need to change the batteries, for example. I look forward to getting to know the system better, but so far so good."*

DIT also enjoys a good relationship with ACT. *"We've worked with the team of ACT for a long time now. We have what you would call a specialised relationship. I know I can call the guys at any stage if there's an issue or if I have a question. I know that they understand our requirements and I can talk to them about tweaks or recommendations I might have,"* says Colm.



Benefits for Dublin Institute of Technology at a glance

- New system is scalable; new doors/areas and users can be added quickly and seamlessly
- ACT software features multiple modules, providing different levels of control and management
- ACTpro eLock system can be integrated with Milestone CCTV system for added security
- Cost efficient installation due to lack of cabling and drilling
- Added reassurance that ACT have vast experience working with large scale organisations in Ireland and the UK



CASE STUDY

– Irish Ferries at Dublin Port



Marine access control with 3,500 users in two countries from same management system

Irish Ferries operates passenger and freight services on routes from Ireland to France and Ireland to the UK.

911 Security Systems has installed a unified system at both Dublin Port and Cherbourg, France, allowing crew with appropriate access rights to simply present the same card at readers in each country. Control software for all of the sites is operated from Dublin.

The dockside areas and terminal buildings have been fitted with ACTpro 1030e proximity readers and ACTpro 4000 door controllers. These readers are slim-line (a concern at any transport hub where space in loading areas is limited). The readers support Wiegand/Clock-and-Data output.

- **Long-standing client upgrading from previous ACT installation**
- **Readers are IP67-rated against water and salt**
- **Integrating with client's core HR/enrolment system**

Irish Ferries can not only protect people and assets but also create reports on staff movements across vast quayside areas for logistical as well as security purposes.

Paul Keegan of 911 Security Systems said: *"Timed zones and role-specific access groups have been set up in both Dublin and Cherbourg with distinctions been made between the secure side of the port and admin areas. ACT's anti-passback protection is unrivalled."*

The flagship vessel on the Dublin-Cherbourg route is the *MS Oscar Wilde*, a vessel with a maximum speed of 26 knots and capacity for 1,440 passengers and 700 cars. The ferry has a dead weight tonnage of 5,250 and a draught of 6.5m.



CASE STUDY

– London Luton Airport

Multi-layered access control and integrated CCTV

ACT is securing hangars at London Luton Airport with door controllers for a flight support service provider carrying out 20,000 aircraft movements annually.

The system includes 'airlock' or holding areas between pairs of doors which cannot be opened simultaneously except in emergencies when a supervisor activates an override.

The ACTpro controllers specified at Luton provide unrivalled protection against 'tailgating' but the practice is being completely factored out by interaction between the ACT units and CCTV cameras. The door controllers are also complemented by a third-party palm reader.

This combination ensures rigorous credential checking when staff and visitors proceed 'airside' but with minimal inconvenience to VIPs and high-net-worth individuals. The client insisted that protection against intruders should be maximised but security measures had to be discreet. ACTenterprise is also providing a strict hierarchy of access privileges according to seniority and job function as befits any CNI installation.

- **Interacting with entry panel video identification**
- **Maximum protection against 'tailgating'**
- **Airlocks' to defeat concerted intrusion attempts**

Cost of disruption to core activity at an airport during installation of security equipment is measured in £000s per minute. Integrator ICTS UK piggy-backed the ACT controllers with existing structured cabling so minimising the presence of engineers 'airside' and reducing the carbon footprint of the installation.



CASE STUDY

– ARUP Engineering



ACTvisitor first choice for Arup

Arup is a world leading firm of designers, engineers and consultants with 11,000 employees and 90 offices in 38 countries worldwide. Arup is responsible for some of the most notable projects undertaken globally including the Canton Tower, China, Sydney Opera House , Australia, Highspeed Rail – London and Terminal 2 – Dublin.

Arup is using ACTvisitor in their Irish headquarters in Dublin to manage their visitors. With an extremely busy reception area and a lot of high profile visitors, an effective visitor management solution is essential. A number of key personnel within Arup use the ACTvisitor staff portal to book visitors for the following day, week or month.

Each morning, the receptionist prints off the visitor cards for the visitors booked in for that day. These visitor cards are branded with the Arup logo and colours on the front of the card and include their Health and Safety regulations on the back. The Evolis Tattoo RW printer technology allows the Arup receptionist to reprint each branded card up to 500 times. The logo and company colours remain while the variable visitor information is wiped clean and reprinted each time.

On arrival into the reception area, the visitor is handed their visitor pass and the receptionist checks them in – ACTvisitor automatically sends the host an email to notify them of their visitor's arrival. This dramatically reduces the time spent waiting in the reception area as the receptionist no longer has to call around searching for the visitor's host.

ACTvisitor also looks after Arup's visitor muster report ensuring the safety of their visitors in the case of emergency.

"ACTvisitor has helped create a professional reception area while making the management of visitor's more efficient" – Mark Rock, Facilities Manager Arup Dublin

CASE STUDY

– Royal College of Surgeons

◦ **Securing UK's leading surgical college**

The Royal College of Surgeons in London is a worldwide centre of excellence for clinical education. It supports surgeons from England and Wales throughout their careers and receives international conference delegates. The college also promotes public understanding of surgery.

Installers IC Integrated Security minimised site and structural disruption in this Georgian building by running ACT's IP door controllers and door stations from existing structured cabling. This proved a green solution and allowed interface with fire alarms.

The ACTpro 4000 two-door controllers used here are designed for high-traffic volumes and have been installed at many medical sites in the UK and the Republic of Ireland.

- **Graphical representation of campus**
- **Auto-discovery of door stations and controllers**
- **Site maps for visual monitoring of control points**

The ACT control software is allowing managers to track movement around the campus by clinicians, administrative workers and visitors. Hierarchical rights access on user cards allows distinctions between clinical and non-clinical, likely hours of working and privileges such as access to secure areas including dissection rooms.

The college houses a museum whose exhibits include early surgical instruments and the skeleton of Charles Byrne whose height was 7ft 7".



CASE STUDY

– Lord's Cricket Ground, London



Proximity readers, door controllers and software at world famous cricket ground

Lord's Cricket Ground hosts two Test matches annually and is also a venue for the Cricket World Cup. It was the location for the Olympic archery at London 2012.

ICTS UK installed ACTpro MIFARE 1040 proximity readers on external and internal doors at the stadium. The readers' compact dimensions ensured minimal visual impact on older parts of the ground which date from 1890. The readers are being used in conjunction with ACTpro two-door controllers. Integration with existing structured cabling also minimised the visual impact of wiring in famous areas such as 'The Long Room.'

Prior to the upgrade, Lord's was using various access control systems which meant issue of multiple cards and fobs to employees who had to remember which device worked with which door reader. The complexity of this multi-vendor installation made audit trails impossible.

- **Rationalised previous multiple non-unified installations**
- **Stadium includes Grade-II listed buildings**
- **Part of site-wide IT system**

The media centre at Lord's has been awarded the RIBA Stirling Prize for architecture and the club museum is the oldest sporting museum in the world. ACT secures many premium sporting venues such as Burnley Football Club of the English Championship and Croke Park Stadium in Dublin.

CASE STUDY

– Oxford Health NHS Foundation Trust

Unified access control at 500+ doors across multi-site specialist NHS trust

ACT readers and management software are being used at hospitals in Oxfordshire and Buckinghamshire. The installations are at existing clinics but also at a new £11m centre for adolescent mental health patients in Headington and an adult unit in Aylesbury built at a cost of £40m.

The flexibility of ACT Enterprise allowed the client to populate the access control user database from existing personnel data seamlessly so producing rapid return on investment (ROI).

The Trust ran parallel systems initially at small sites while security managers tested the ACT equipment in the field and found that it not only met but exceeded expectations.

- **Replacing multiple legacy systems with cohesive product suite**
- **Out-performing competitor brands in field tests**
- **Safeguarding patients**

Jason Thomas of installer Executive Alarms said: *“The key performance indicator (KPI) here was that ACT delivered a focused solution allowing central administration of previously fragmented systems so enabling the client to obtain MIFARE cards themselves in a cost-effective manner.”*

The sites include high, medium and low security in-patient units as well as day care centres. The trust is using ACT's ACTpro MIFARE1040 proximity readers. Crucially for this project, these units have a flush mounting option which reduces potential for self-harm by factoring out ligature points. The client is benefiting from alarm management so that if a door is forced or there is a voltage problem, self-diagnostics in ACT Enterprise advise security staff. Another core offering was embedded interlocking or 'airlocks'. These are logic-based and intuitive.



CASE STUDY

– Severn River Crossing



ACT access control at CNI bridge links

The bridge crossings between England and Wales are using ACTpro 1040e proximity MIFARE card readers and door controllers including the ACTpro 4000.

Managers at the two bridges report that ACT's IP-addressable units were placed seamlessly on the main IP network. A major benefit is integration with network CCTV cameras so that if a user makes unsuccessful attempts to identify themselves at a reader (or behaves in an otherwise atypical manner) then CCTV can scrutinise them. The ACT equipment has also been integrated with toll plaza software.

Severn River Crossing PLC is using various ACT door controllers including the ACTpro 4000. ACT's control software has improved general ability to audit staff movements and allowed compliance with Payment Card Industry Standards.

In crucial areas of the sites, staff may be required to identify themselves through both proximity card and pin code using the ACTpro 1050e.

- **Mission-critical national infrastructure site**
- **Hostile marine environment**
- **Scrupulous control of staff movements inc. anti-passback**

The ACT software is also invaluable for fire mustering since musters are produced automatically to several printers at the two sites. Staff appreciate that the cards mean they need to carry fewer conventional keys and can gain prompt access to vital areas. Hierarchy of rights privileges on the MIFARE cards is complex. Maintenance departments can issue cards to contractors for short durations and within specific areas while emergency staff must have cards giving them site-wide access at all times.

The two bridges (suspension and cable-stayed) are 15 miles apart on the estuary. They are the main crossing points between England and South Wales. The Second Severn Crossing (which carries the M4 motorway) is used by 1.8m vehicles per month over three lanes and a hard shoulder in each direction).

CASE STUDY

– Silverstone Circuit

◦ Scalable video management and data aggregation from ACTvquest^{PRO}

Silverstone, a world famous motor racing venue, is using ACT's software as its safety and race direction system. ACTvquestPRO is used at all race days including the Formula 1 event when the eyes of the world are on the track in Northampton, England.

ACTvquestPRO provides footage from 32 cameras around the course as F1 cars exceed 200 mph. Optimum situational awareness is vital in such a mission-critical environment and the software provides an intuitive GUI that empowers controllers as they make decisions and communicate with marshals. Instant data access is provided on potential hazards, traffic in pit lanes and general race conditions.

Organisers at sports events of this kind must observe multiple video feeds and data. ACTvquestPRO combines with ACTvquestWALL which aggregates digital signage, histograms and other disparate data types. Rapid assimilation of wide-ranging sources allows authorities to make the best possible decisions with the best available data. ACT users need only consult a single display wall to pinpoint immediately abnormal conditions that may affect safe running of an event.

- **Broadest possible choice of video feeds**
- **Integrating diverse data into single viewing system**
- **Minimising risk in mission-critical environment**

The variety of video used at Silverstone is illustrated by the fact that certain channels give views of pit lanes and are fed to the constructor teams to highlight potential congestion while other cameras show mechanics the progress of their own cars out on the track.

The cameras are HD PTZ units from Sony. They are labelled according to the totemic landmarks at Silverstone such as Club Corner, Hangars Straight (the longest straight at 770 metres) and Maggotts Curve which exerts a lateral force of 4.5G on the drivers.

The project underlines ACT's commitment to scalable integration of video management and timely distribution of data at unusual venues which can contribute to factoring out safety risks.



CASE STUDY

– University Hospital Galway

An access control system from ACT is helping University Hospital Galway secure and manage its multiple access points, from car park barriers to internal doors. The reliable and scalable system, which secures 385 doors throughout the hospital, ensures staff and management can focus on their core priority, caring for patients.

Hospitals face many challenges, not least is controlling the sheer volume of people coming and going each day. Galway University Hospital is no exception; not only is it the main acute hospital in Galway, its Emergency Department is the regional centre for accident and emergency services.

In total, some 65,000 patients pass through its doors each year and over 3,000 people staff the hospital. With its access control system coming to its end of life, Galway University Hospital needed a replacement system that would provide it with reliable, efficient management of its 385 doors.

“Our access control system, which had been in place for over 10 years, was approaching its end of life, which meant it would be increasingly difficult for us to source replacement parts. We needed a new system that would be compatible with our existing system and that could be easily installed, with minimum disruption. The system proposed by ACT ticked all the boxes,” said Declan Scally, Electrical Services Technician, with University Hospital Galway.

Working with security firm Chubb, ACT assessed the current system and proposed an open protocol product that would use the hospital’s existing infrastructure including, card readers, cards and locks. With this approach, University Hospital Galway was able to achieve significant cost savings on the large-scale refurbishment as no new hardware required. Additionally, existing cards could be used so all 3,000 staff IDs were seamlessly transferred to the ACT system, avoiding the massive administrative task of re-issuing thousands of cards and system downtime.

“Crucially for us, operating in the high-pressure environment of a hospital, the installation of the ACT system was very smooth. Because the new system was integrated with our existing hardware, the transfer was seamless. That’s also down to the engineers at Chubb and ACT,” said Declan.

Originally, the system from ACT, which includes 32 ACT Pro 4000 controllers, secured 345 doors throughout the hospital buildings. Recently, an additional 40 doors were added to the system, a process Declan said was very straightforward. *“With the ACT system anytime we need to bring in new areas into the system it’s extremely easy to do so. What we have now is a scalable system that can grow as we need it to.”*

For Declan, high on his must-have list was a reliable access control system that performs the necessary tasks of keeping the general public on the right side of the hospital doors, ensuring areas such as the pharmacy are secure, and allowing staff to move through the hospital efficiently. *“We needed a system that we could rely on and that would continue to perform for us for its complete lifespan of 10-15 years. That’s what we got with the ACT system,”* concluded Declan.



What did ACT do for Galway University Hospital?

- Efficiently updated the hospital's end-of-life access control system
- Supplied 32 ACT Pro 4000 2-door controllers
- Implemented supporting software for access control management
- Integrated controller and software with existing access control readers and card system
- Seamlessly transferred 3,000 user IDs to new system

Benefits for Galway University Hospital at a glance

- ACT system used existing hardware leading to substantial cost savings on access control system upgrade
- Minimal admin workload as existing cards for 3,000 staff were transferred to new system
- New system is scalable; new doors/areas can be added quickly and seamlessly
- ACT Enterprise software features three role based modules, providing different levels of control and management
- ACTpro 4000 has capacity for up to 60,000 users; can grow as the hospital grows
- Added reassurance that ACT have vast experience working with the major hospitals in Ireland and the UK



CASE STUDY

– Central Jail of Nicosia

Prison camera control, alarm systems and 3D GUI via ACT software in Nicosia, Cyprus

ACTviquestPRO, the integrated video and facility management IP platform from ACT, is being used at the Central Jail of Nicosia.

The ACT software is providing footage from over a hundred PTZ and fixed cameras on a new wing of what is the only correctional facility in the Republic of Cyprus. The cameras are being used to monitor inmates and prison guards at the perimeter of the site and within an inter-fence sterile zone.

Behavioural analytics is used as a first line of validation to alert staff to unusual activity. ACTviquestPRO users can specify their own alarm zones and pop-up menus to give snapshots of camera views. Unexpected motion (such as the shaking of a fence) appears as an alarm to all stations.

Wardens at Nicosia can record locally as an incident develops in addition to regular recording, take still snapshots and quickly export footage to removable media for use by police and judiciary. Instead of trying to view a large bank of cameras at one time, prison officers observe footage from one area of the prison for a specified number of seconds before turning their attention to another part of the site on a 'carousel' basis.

- **Smart archive search**
- **Mobile App allowing wardens to view footage from other areas while in the field**
- **3D-style GUI optimises site awareness and facilitates training**





○ The jail authorities are appreciating the complete situational awareness provided by the visual tracking ability of the ACT software. Custodial clients cannot rely on unicasting and often ask that the same video footage be available to several security guards at the same time. Good network configuration is allowing multicast streaming so that eight operators can view footage from the same camera simultaneously and interrogate any NVR on the system.

▼ Nicosia Central Jail was built in 1894 and the period architecture is part of the city's heritage. Innovative technology has been used throughout the refit with minimal impact on visual appearances.

CASE STUDY

– Burnley Football Club - Turf Moor

ACTpro door controllers, readers and cards in use at Turf Moor

Lancashire-based Thorne Access & Security have installed access control units at Turf Moor, home of English football side Burnley F.C.

Thorne chose dual door controllers and single door stations from ACT. The units are in place across all main areas of the stadium including offices and media facilities, and are serving as a management tool that will be expanded on a phased basis.

The football club is using both cards and readers from ACT, with the external doors being fitted with panel-mounted readers, some of which have been incorporated into existing intercoms units.

Access around the grounds is restricted based on cardholders privileges

Hadrian Thorne of Thorne Access & Security said: “The ACT units function predominantly on non-match days rather than during games. The system has a hierarchy of privileges ensuring that only appropriate personnel enter certain areas. We are now able to manage all access rights in a thorough manner and the client is benefiting from the flexibility of the ACT equipment. External readers have been fitted with vandal-resistant covers which have already prevented damage to extremities in the first months of use.”

The ACTpro two-door controller, as used at Burnley FC, is expandable to 16 doors using ACTpro door stations. Up to 2,000 doors can be connected on a network and the system can be used with third-party ‘Clock & Data’ and ‘Wiegand’ format readers. ACT is known for open protocols allowing integration with other providers but at Turf Moor the controllers are being used in conjunction with ACT’s own ACTpro 1030 slim-line proximity readers which read data stored on proximity cards or fobs to grant or deny access.





The controllers have a memory card slot that facilitates distributed intelligence, door plan and additional user rights. The units feature built-in TCP/IP connectivity, meaning that installers can 'piggyback' on existing conduit which not only reduces engineering disruption on site but is a 'green' approach in terms of minimising material usage.

Thorne Access & Security are also responsible for CCTV at the stadium and have recently installed dome cameras, upgrading from legacy static units. Hadrian Thorne continued: "The next phase will be to link ACT's access control to the stadium's CCTV. If a staff member, legitimate visitor, intruder or even an inquisitive fan seeks unauthorised entry, an intelligent edge device will react to a signal from the door

controller. The device will fire to a pre-set and instruct adjacent cameras to record the event. A further development, planned for the summer, is integration of the ACT access control with an intruder alarm system from Texecom."

Turf Moor has been home to Burnley FC since 1883 and the ground even predates the formation of the Football League. The club briefly gained promotion to the top tier of English football after winning the 2009 Championship play-off final.

Thorne have an impressive track record securing major leisure facilities, and customers include Burnley's near neighbours Bolton Wanderers. capability, with each ACTpro eLock automatically connecting the nearest ACTpro eLock hub.



CASE STUDY

– The Ritz, London

When The Ritz made the decision to enhance its security by installing an access control system for staff and contractors, they chose R&D Security to advise on and carry out the project. The result is an easy-to-use yet highly effective system that can be expanded in line with the hotel's on-going plans to provide the best facilities and service in the industry.

The Ritz London is one of the world's greatest and most renowned hotels. For over a century it has been the benchmark by which other hotels are measured. A London landmark at 150 Piccadilly, The Ritz has been home to the great and the good, the intelligentsia, the glitterati and thousands of discerning guests since 1906.

An access control system was required to fulfil a number of criteria. Firstly, they wanted to minimise and prevent the possibility of crime within the hotel. They also required different levels of security depending of the area to be secured.

With plans underway to expand The Ritz, Barry Gendron, Head of Security, wanted a system that would cope with the increased levels of staff. "This was the right time to install an access control system," he says. "The effectiveness of any security system is in the planning and we've ensured that our options are kept open for the future."

Peace of mind for clients is essential, so the system employed needed to be highly effective yet unobtrusive. It was also important to Mr Gendron that the staff feel secure in their working environment for their own peace of mind and to ensure that they are able to continue to provide the highest levels of service.

Staff entrances can often be perceived as an easy option for gaining unauthorised entrance to hotels. "We obviously have a lot of staff and contractors entering the premises and this could be a weak spot in our security," says Mr Gendron. To combat this, ACTpro-X 1040 proximity readers, supplied by Norbain SD, have been positioned at all staff entrances where employees must swipe in and out of the building. Once the card has been read, a picture of the card-holder is flashed up on the screen in the security control room, where a security officer can visually check





that the person is who they say they are. Should any person attempt to enter the building who has previously been defaulted from the system, it will bar their entry and immediately warn the security team, allowing them to take prompt action.

Mike Topping, MD of installers R&D Security has been working with Mr Gendron at The Ritz for over 12 years and so a bond of loyalty and respect has developed between the two parties. "We use R&D Security for all our security requirements because we absolutely trust that they will provide us with a solution that is best suited to our requirements," says Mr Gendron. "They always go the extra mile for us which offers the assurances we require for both the present and future."

Mr Gendron is well qualified to protect the interests of customers at The Ritz. Having worked in the CID and Regional Crime Squad, he was involved with high level security long before he started work at the hotel 12 years ago. "Security isn't just about putting the physical aspects of the job in place," he explains. "It needs to be far

more customer orientated than that. We develop our security team so that they play an active role in welcoming both new and regular clients to the hotel. This makes them very approachable to our visitors and gives the security team a deeper understanding of all our guests' needs."

Because of the emphasis The Ritz places on the welfare of its guests and employees alike, it has one of the largest security teams of any London hotel. This is enhanced even further when VIPs visit the hotel and Mr Gendron is required to liaise with external law enforcement agencies. "We are always looking to improve security and to move with the times," he says. "This is why we've chosen an access control system that uses the latest technology and is fully expandable."

The system has been a great success and has been received very positively by the security team. "R&D provided us with some excellent training which has meant that we've been able to get the system up and running very quickly with very few issues," says Mr Gendron.



CASE STUDY

– Sheffield College



ACTpro door controllers interface with enrollment system

Installers CCS Ltd are securing The Sheffield College with door controllers and software from Access Control Technology (ACT).

This is a multi-site campus with a student population of 23,000 spread over three locations with courses including entry level and higher academic education as well as vocational study.

The ACTpro 3000 controllers have been installed on more than 150 doors, primarily in building entrances. ACT have not only shown their open-system credentials by integrating with third-party readers from CardPOS Europe, but have also customised the ACT Enterprise software to function alongside the college's enrolment system.

ACT's developers created an import tool which has facilitated an XML drop by which the college enrolment database populates ACT Enterprise without any re-keying or risk of duplication. Even a conservative estimate indicates there has been a saving of 23 man days per year which would otherwise have been spent on data entry.

Installation of the ACT door controllers is ongoing, and the units will be used extensively at the newest location, the £60m Sheffield City College supported by funding from the Learning and Skills Council. The new building, which features a striking seven-storey tower and glass atrium, has more than 50 teaching rooms including training hair and beauty salons, science laboratories, a catering wing and restaurant for the public, student refectory and a learning resource centre. The building will



be completed in September 2010 and has been praised for green energy usage based on solar panels and wind turbines.

Mark Jackson of CCS Ltd said: “Educational establishments frequently have a large flow of enrolment details in a short period, with even students who are simply progressing to the next year needing to be re-registered. ACT proved responsive with business rules, bespoke data mapping and programming that was tailored for this application. The solution was a collaborative process between all the stakeholders and has resulted in accuracy and traceability.”

Students with impaired mobility are able to activate the door controllers through proximity scanning of their cards at turnstiles. The project

is IP-addressable throughout and CCS have also installed networked CCTV, the cameras being a mixture of static and dome units from Dedicated Micros and eneo. There is a dedicated 24-hour CCTV monitoring centre at Hillsborough College to the north of Sheffield city centre. Like all crucial site areas, this is fitted with the ACT door controllers.

The ACTpro 3000 two-door controllers used here are expandable to 16 doors using ACTpro door stations. The units are networkable to 2,000 doors and can be used with ‘Clock & Data’ and ‘Weigand’ format readers.



CASE STUDY

– University of Gdansk, Poland

Proximity readers, door stations and door controllers from Access Control Technology have been installed in residential accommodation at the University of Gdansk, Poland.

The university has 33,000 students across eleven faculties and 1,700 staff. Residents at two of the university's accommodation blocks have been issued with access control cards to access their rooms using ACT's ACT-pro-X 1030 proximity mullion readers. The equipment has been implemented in two stages, with the second order being made by ACT's local partner, Janex International, based on the build quality and problem-free performance of the units in the first phase.

The readers are being used in conjunction with ACTpro 2000 two-door controllers which are expandable to 16 doors using ACTpro door stations. These controllers allow RS232 or RS485 PC connection with support for 'Clock & Data' and 'Wiegand' format readers. The university is also using ACTpro 100 single door stations which allow use of up to 14 door stations with each ACTpro 2000 controller. These door stations offer facility managers programmable inputs and outputs, and auxiliary relay output for situations such as door forced, door ajar or duress.

The multi-storey residential halls accommodate both undergraduates and post-graduates including foreign students participating in the British Council's Erasmus programme which enables people in higher education to study for part of their degree in 31 European countries.

Installation of the ACT equipment has been in two stages and has involved two local integrators, MEGREZ Gdansk and Autoryzowany Zakład Instalacji Antywłamaniowych "El-mig" of the neighbouring city Gdynia.

The University of Gdansk prides itself on being particularly accessible to students with special mobility needs, and the flexible mounting heights achievable with the ACT proximity readers are of value to wheelchair-users. Almost 500 students and 50 staff members at the university have specific needs and this is reflected in provision of multiple ramps and accommodation with reduced-height configuration.

Janex International is a major distributor and importer of equipment in sectors including access control, CCTV, burglary prevention, public address and fire in Poland and adjacent countries. The company has 18 years' experience. It is respected for high levels of product training and post-sales support. Janex International is prominent at Poland's national security trade fair, Securex, held bi-annually in Poznan.

Mr Serge Tureau, Export Sales Manager at ACT, said: "The ACTpro system is ACT's largest and most expandable range which allows for installations covering 4,000 doors if necessary. It has enabled authorities at the University of Gdansk to create an interconnected hierarchy of access privileges across multiple sites, defining user and time zones for management and students employing ACT software.



CASE STUDY

– Redland Green School, Bristol

Multi-layered access control and integrated CCTV

ADI-GARDINER, dedicated to delivering complete multibrand security solutions, along with Bristol based Security Solutions Direct, has supplied the state-of-the-art Redland Green School with a comprehensive access control solution to protect the new £36million site.

The ACTpro 3000 system from ACT was specifically chosen to provide a secure environment for the brand new school – a stimulating learning environment for over 900 pupils, with dedicated facilities for 50 students with learning difficulties. The system was originally chosen to monitor access to key entrances but, following meetings with the Bristol Education Authority, the system was expanded to accommodate over 120 doors – many of the classrooms housing computer suites, technology centres and extensive libraries.

The ACTpro 3000 is an advanced system controller with built-in TCP/IP connectivity. It is easily scalable and can be networked to accommodate 30,000 users. Advantages of the system include reduced cabling, the flexibility to incorporate the school's existing ID cards, and seamless integration with the student database to reduce the need for staff entry.



CASE STUDY

– Kings College Hospital, London



A hospital is by its very nature a public place with a constant flow of patients, staff and visitors where urgency associated with admission may conflict with a need to document entrance and egress through rigorous procedures. These may slow down movement but are a vital part of security and can be part of a delicate balancing act for facilities managers. Access control in hospitals is no longer seen as a low priority and receives serious consideration from all parties in the security community as can be seen in this case study at a major health trust.

King's College Hospital NHS Foundation Trust is one of London's largest and busiest hospitals. It provides a full range of local services for over 700,000 people in south-east London and plays a key role in the training and education of medical and nursing students. The Trust is recognised internationally for its research in the field of liver disease and operates the largest liver transplantation programme in Europe.

The hospital site in Denmark Hill has a 950-bed acute care facility and acts as a referral centre in its fields of expertise for the wider population of southern England. A quarter of the UK's dentists study here. The Trust has complex needs for role-based access control which are being met by installer NT Security working in association with Dublin-based Access Control Technology (ACT).

Security requirements at King's are not only wide-ranging but make subtle demands on manufacturers. Role-based access control has been implemented at multiple levels in the hospital by establishing a relationship between individual job profiles and appropriate privileges in terms of ability to move around different parts of the site.

The Trust works closely with police on security matters and initially NT Security received an enquiry from the Metropolitan Police on a specific problem. Andy Purvis, Managing Director of NT Security, said: "After we addressed immediate police concerns on site it became apparent that the legacy access control system was not able to meet the Trust's needs. They needed functionality that would enable them to distinguish between levels of seniority within the medical and administrative workforces, areas of practice for clinicians (which could change weekly) and even simple criteria such as gender and likely hours of work."

Andy continued: "Access control cards had to contain precise information on an individual's profile, job description, responsibilities and seniority. In turn, as an installer, we needed the support of a responsive manufacturer whose equipment could not only create a hierarchy of privileges but would allow for growth and continued alterations at individual and group levels. The Trust currently receives 150 requests a day for changes of access rights and has a permanent member of staff implementing these. My engineers have recently audited activity on ACT's ACT Enterprise software and they report that 50 million transactions (this being anything that is recorded on the ACT system) have been carried out in the last six months. Even at tender stage this likely level of usage was not apparent."

The ACT offering suggested itself immediately since networking the company's units to a PC allows up to 4,000 doors to be monitored on a single system with 60,000 users. Crucially, the flexible protocols that

characterise the controllers meant they could function with the existing third-party readers already on site. This kind of openness and transparency appealed to the client at many levels and an initial 140 doors were fitted with ACTpro 3000 controllers. There are now over 500 doors on the system. It was also a vital requirement that the controllers could work off-line where necessary without a network connection.

There were immense cost savings but the approach was also 'green' in terms of its use of component materials. The Trust could not only continue using existing locking systems but was even able to retain ancillary units such as power supplies and exit devices. It should be remembered that large areas of the hospital are devoted to clinical procedures in sterile conditions that can be compromised by any form of engineering activity, so minimising installation work was advantageous. Similarly, intrusion by security technicians into the core functioning of the hospital was reduced. A final plus factor – and one that avoided a potential logistical nightmare at a site of this complexity – was that the ACT controllers were able to function from existing IT cabling on the Trust's LAN, so avoiding the need to lay additional hard wiring in all but a few locations.

The flexibility of the ACT controllers is endorsed by the fact that currently the Trust has approximately 10,000 staff, all of whom use cards from the legacy system. Given the complexities of photo ID and enrolment details, calling in such a large volume of cards would not have been viable. ACT's flexible operating methods meant that the company's engineers adapted their offering so that it would not only operate with the existing cards but function with the inherited database.

Andy Purvis continued: "Manipulation of database formats has since become a platform on which ACT has been able to expand its offering and fine-tune products in response to client needs. Anybody with meaningful experience of access control will tell you that, invariably, if you ask a vendor to change something either it is done but for an enormous fee or nothing happens. By contrast, ACT consistently show responsiveness in supporting us and will support the client directly where appropriate, taking an active interest in how projects develop. This has been a rewarding experience at King's where the Trust's managers have made innovative use of the

system and pushed its functionality to the maximum."

Naturally, at a hospital site, product reliability is paramount and there must be fail-safe override in the event of emergency as well as the ability to ensure unimpeded entry for crash teams. Logistics managers at the Trust rely on the access control system to create a subtle hierarchy of access rights for different users with hundreds of distinct levels. Access may be granted at certain times of day only according to a member of staff's profile. The range of building types to secure is broad and includes operating theatres, childcare facilities, the dental school and a pharmacy that contains significant holdings of medication that would have enormous street value in the event of theft. The access control is complemented by extensive CCTV consisting predominantly of PTZ and dome cameras from Honeywell and Samsung, the units being both analogue and IP-addressable. Recording is to DVRs from the Dedicated Micros Sprite range.

The Trust has been quick to realize the potential of IP surveillance and is looking to integrate CCTV fully with access control. ANPR is being considered and the potential of video analytics is being assessed. There are extensive and varied measures to prevent unauthorised intrusion across the whole campus with special focus on sensitive areas.

The installer, Rochester-based NT Security, is active in both civic and commercial markets including the infrastructure and leisure sectors. The company has expertise in both access control and CCTV, and has its own range of locking products aimed at hotel properties. Projects in this sector include work on the five-star Athenæum in London's Mayfair. NT Security's portfolio includes analogue, IP and hybrid installations. The installer has been using ACT products since its inception and appreciates the free lifetime software upgrades, the robust build of readers and controllers as well as the ease with which they can be integrated to operate with biometric devices. NT Security employs 25 people in addition to external contractors, and prides itself on staff retention which means that clients see familiar faces when engineers come to site and do not have to explain the layout of a facility every time there is a maintenance visit. The installer's staff frequently have their own access control cards at an end-user's premises and become an integral part of the administration team.



CASE STUDY

– Travix



Quantum Security have installed ACT's Cloud-based access control system, ACT365, at the new central London offices of Travix, an online travel company operating in 29 countries.

As a technology-driven organisation, Travix wanted remote connectivity with their site via smart devices. ACT is delivering this by giving users control of access points via any major web browser or ACT365's own App.

When not at the premises, Travix managers have visibility of access requests to their external doors and diagnostics for door status throughout their offices. Quantum were able to install the whole system in less than a day using existing structured cabling that had been prepared for Travix's IT network.

ACT365 will give Travix instant muster reports during a building evacuation. The installation includes use of ACTpro MIFARE proximity readers and in the event of an emergency, marshals will see instantly on the ACT365 App if staff members have not mustered out.

Travix facility managers appreciated the flexibility of being able to enable or disable MIFARE cards all from the App interface, and Quantum engineers demonstrated this functionality during installation from a network point and even before the client's computer systems were operating.

Reduced total cost of ownership (TCO) by minimising call-outs

Travix is using ACT365 for diagnostic reports on door status and can investigate situations such as door forced, door ajar and break glass activation either locally or remotely. Authorised Quantum engineers also have log-in details and can look at event history at a door and give the client advice which frequently avoids the need for a costly call-out to the site. Routine maintenance and system health checks can all be performed from the installer's premises.



Jason Draper, Operations Manager at Quantum Security, supervised the Travix installation. He said: "Our first project with ACT365 proved incredibly smooth. The ease and speed of implementation (less than a day) exceeded even the high expectations we have of ACT."

Jason continued: "We now have a full ACT365 system running in our own offices and our design engineers are drilling down into the software's capabilities. Future installations will exploit ACT365's potential as a Cloud-based access control solution that also offers video management from a single unified platform."

OPEX not CAPEX with no upgrade/patch concerns

Early adopters of ACT365 are realising that ACT's delivery method fits an 'as a service' model and while the software is an operational cost it makes minimal demands in terms of

capital costs for equipment that might become obsolescent. Installers should note that ACT365 offers a recurring revenue opportunity while still representing exceptional value for the end-user.

Travix has offices in the Netherlands, Germany, India, Singapore and the USA. The company employs over 450 people and operates at least 50 planes a day to 500 destinations with more than 2.5 million passengers travelling with the company each year.

Hertfordshire-based Quantum Security are an SSAIB-approved installer and excel in CCTV and intruder alarms as well as access control. The company specialises in ground-up project design and is active in sectors including leisure, retail, broadcast and catering. Quantum are recognised installers for Hertfordshire, Bedfordshire, Buckinghamshire, Thames Valley and Metropolitan Police.





ACT



ABOUT ACT

Access Control Technology Ltd. (ACT) provides high quality access control and video management solutions. Our highly experienced engineering teams continue to deliver innovative and reliable products.

TECHNICAL SUPPORT

ACT's technical support team provide assistance to our network of installers and providers.

HOW TO BUY?

All our products are made available through our network of distributors throughout the EMEA region.

For more information, contact sales@act.eu



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