

Hold the Front Page... Gatwick Immigration Removal Centre

This flagship project started in January 2008 and completed in March 2009. It was a project that was close to home - Gatwick Airport is located just a few miles away from our head office. Reliance HighTec tendered for and won the project with a best value bid where the emphasis was on the technical submission. The team at Reliance HighTec decided to use the ISM Genesys front end control system as the overall security management platform with our Ultimate 3000 Seltec for the cell call, affray alarms, pegging and intercoms.

Reliance HighTec provided innovative systems, offering IP cameras, network video recorders and high end access control, together with our products. These products and systems not only complied with the latest Home Office specifications, they exceeded them. Genuine innovation was the hallmark of this project, using the latest proven technology over a full IP infrastructure.

As with all projects, it was not without its challenges. For example, installation could only commence after the building had been completed. So, a test bed off-site facility was secured where all the essential equipment could be set up and tested before being delivered to site. This had the impact of significantly reducing the time spent on site installing the system.

So where are we now?

The centre is complete and the detainees have been moved into a 232 cell facility with our standard tagged reset and welfare check monitoring. This can record who has visited a cell and the exact time of their visit. When the detainee is on a watch routine, the system records the staff visits and alerts the staff if a welfare check is late. This same tag is used for the pegging tours which alerts operators should an officer fail to reach the next point within the allotted time. This capability is unique to ISM...

The final challenge?

HOSDB (Home Office Scientific Development Branch) decided to set the benchmark for audio cell call systems and so tested the ISM system for clarity of speech. Needless to say our proven digital audio system passed with flying colours on every single cell tested!



To the Borders and beyond... Taking tagging to the next level

With the ever growing need for systems to closely and effectively monitor detainees in custody, some of the mainstream cell call solutions provided by other organisations can fall short of delivering what is ultimately required. ISM was contacted by contractors Reliance HighTec and Lothian and Borders Police when they were looking for a cell visit solution that would provide officer tagging and vulnerable persons monitoring. Although the pre-design was already in and specified, it had not been procured. After presenting our Ultimate 3000 cell call system (which has vulnerable person tagging linked to an actual named officer, as a standard feature) ISM was awarded the contract for the 33 cell call custody suite within the new West Lothian Civic Centre. The named tagging solution was a major part of what the client wanted to achieve. Our ultimate 3000 cell call system offered the following benefits:

- It includes a touch screen control station with Genesys and Ultimate cell call software, and the integration of a life signs monitoring system
- For detainees on a vulnerable persons watch where the criteria exists for a set number of visits per hour, the alarm that alerts to an overdue visit also identifies the responsible visiting officer by name. This level of functionality is unique to ISM and is included in our Ultimate 3000 cell call system as a standard feature. This was also part of the Gatwick Immigration Removal Centre project
- The system can be interfaced with other solutions including voice recording and CCTV. Although this level of functionality is not needed for this particular project currently, it offers the client flexibility should future requirements change

The reaction from both Reliance HighTec and Lothian and Borders Police to the Ultimate 3000 cell call system has been overwhelmingly positive. Not only did we come in at an incredibly competitive price, we actually delivered an infinitely superior system to the original design specification and achieved an overall cost saving for our client.



You Can Bank on It!

When a new building was constructed for the American bank, State Street Bank in Canary Wharf, it called for a review of the systems being offered for control of security. The contractor Beacon Security and the overall security consultant, Richard Flenley Associates, were responsible for performing the review. A number of systems were evaluated and the ISM Genesys security management system was chosen to provide the security solution.

Genesys was chosen because...

- The platform has the security of service provided by our patented migrating server technology
- It offers higher levels of integration and flexibility with ease of operator use
- The scalability of the system means that more sites can be added over time

Close discussions with the design team and client was essential to develop the brief into a full specification that would guarantee that the system would fulfil contractual requirements and satisfy the operator's demands at the same time.

As with all large and complex projects of this nature (this project being one of the largest transcontinental security projects ever), systems planning is fundamental as inbuilt system flexibility to accommodate ever-changing circumstances. It goes without saying that the hallmark of both the ISM and Genesys brand is developing powerful and flexible systems that simply cannot be found anywhere else.

Within this rewarding project we have integrated local CCTV, remote CCTV, monitor wall displays, access control with alarm systems, intercoms to lifts, barriers and doors, trunked radio systems, public address systems and specialised lift control. The project planning commenced December 2007 and the project completion date is set for June 2009.

It is worth mentioning that this complex site is now the central monitoring centre for all of State Street bank sites across EMEA...



All Rise! Central Criminal Court in Dublin

Chubb Security approached ISM when they were awarded the contract for the Central Criminal Court in Dublin. This is a purpose-built central court that houses 28 courts within one building. The project presented challenges; two of the key ones being the need to keep members of the public safe at all times when visiting the building and the need for prisoners in police and court custody to be appropriately secured and looked after at all times.

ISM have provided the Cell Call for 57 cells incorporating our Ultimate 3000 Cell Call system with officer tagging and vulnerable persons monitoring solution - with sprinkler control within each cell.

We have also provided...

- 24 intercom stations with the integration of Access Control (ACT)
- CCTV (Panasonic)
- Fire alarm (Advanced Fire Systems)
- Intruder Alarm system (Guardal)

... Delivered through Chubb Security. The Irish Prison Service has overseen the approval of the equipment and the solution being provided and the team are absolutely delighted with our work. This was a design and build project whereby the solutions proposed by ISM were given a unanimous vote of approval. It's worth mentioning that although the prime purpose of the Central Criminal Court in Dublin is to operate as a daytime criminal court, the system that has been installed is flexible enough to accommodate future changes without incurring major additional costs.



Cardiff Bay - ISM and South Wales Police

When South Wales Police were looking to develop a brief for a security refurbishment programme for their 12 existing custody suites and for a new build police building to be located at Cardiff Bay, they approached a consultant at Capita Symonds to assist them. The new police building at Cardiff Bay would include a 60 cell Bridwell custody facility, making it one of the largest police custody suites to be built within the UK. Working with Capita Symonds, South Wales Police investigated the full spectrum of products available on the market. They chose the ISM Genesys and Seltec Cell Call products because:

- Genesys has the patented migrating server technology which means it offers exceptional resilience
- Not only is the front-end very clean, it also offers intuitive ease-of-use which is essential for efficient operation
- Full integration allows for the operation of multiple systems from one holistic front end - with high levels of control
- They offer fully joined up IT with the ability to integrate with booking in systems
- Cell Call has audio, welfare check monitoring and alarms
- Telephone calls can be transferred to cells
- They allow three-way conversation for translation services etc

Stephen Smith, Director at ISM said "ISM Genesys Seltec Cell Call gives real interoperability between systems. So if for example an affray strip is operated, the exact location will be highlighted on the graphic map. An alarm to the central control room to call for assistance will follow and CCTV cameras will switch to view the area where the alarm has been generated on 40" multi-image displays. With our systems, there is the ability to integrate cell call and intercoms through to operator handsets and we have, as standard, a unique operation of cell watch offering protection to the detainees and the custody staff."



Because Cardiff Bay is one of the largest police custody facilities in the UK, it has its own unique challenges. The operation of the system is critical to the success and efficient running of the suite. Close discussions with the consulting team, South Wales Police and their contracted operators, G4S, have been vital in ensuring that the project is successfully completed. The base of the system design for Cardiff Bay was modelled closely on the systems installed at Thames Valley Police who also embraced innovative technology to assist them with their rollout programme.

Epilogue... The project with Cardiff Bay commenced in April 2008. It has taken just one year to complete and it is due to go live in the late autumn of 2009.

Brugge Nationaal - one of the largest network security projects in Europe

When ISM was recommended to A&E Security in Belgium by two of our partners, Keri Systems and Fast, what followed was a meeting of like minds. The team at A&E Security were looking for a solution that was powerful enough to accommodate 60 remote sites, each one a government building, into one central monitoring station.

Their core needs were:

- Complete system reliability
- The ability to network 60 plus sites
- The flexibility to include more sites on an 'as needed' basis
- Ease-of-use for the operator. On alarm activation, the operator would have to be automatically presented with contingency plans directing them to specific actions



After researching the marketplace and without going to tender, A&E Security awarded the project to ISM. Stephen Smith, Director at ISM said "What followed was a city wide project that encompassed monitoring and controlling CCTV, fire alarm, intruder alarm, access control and NVR systems in over 50 government buildings throughout Brugge. Systems were connected to a private control room operated by A&E Security. This was a really enjoyable project where we were involved in system design from the very start of the design process. We also delivered exceptional value for money. We've also established a first because this project is now regarded as being one of the largest network security projects in Europe."

6 Questions for... Sharon Heaton, the most recent team member to join ISM

“ So what does your role involve?

It's my job to support the Sales Director and the sales team. That brings with it a huge range of secretarial and administrative responsibilities. What I like is that everyone in the team is encouraged to play their own part and to be innovative. Although we are given individual responsibility for what we do, we know that we're working for a common purpose as part of a team where members support each other. We are working within a department that has clear aims and objectives and we know what we have to achieve for the benefit of the company as a whole.

What skills and experience have you brought to this role?

I would like to think that I have excellent secretarial, administrative and organisational skills. I also bring 20 years of experience in sales, marketing, secretarial, administration and event management.

And your approach?

Definitely hands on. I'm never afraid to get my hands dirty!

What do you enjoy most about your role?

The fact that I am part of a small but focused team working in a

challenging environment. I'm also thrilled to be working alongside capable people that are committed and passionate about the company and what they do. That's a real bonus.

If you could sum ISM up in three words...

They would be: enthusiastic, innovative, challenging

In your spare time?

I go to the gym, I enjoy cooking and musical theatre. When we are on holiday, my husband and I enjoy snorkelling.....with manta rays and sharks - yes really! One day I hope to qualify as an open water scuba diver.



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