



# MONITOR FACILITIES MANAGEMENT PROVIDING A COMPREHENSIVE INTEGRATED SECURITY SOLUTION

Monitor Facilities Management was formed in March 1998 as a limited company, owned jointly by Monmouthshire County Council and Torfaen County Borough Council. The company acts as a service provider to Local Government, offering total facilities management for both hard and soft functions. Monitor currently operates from one main site, covering 17.5 acres, with 29,000 square metres of office and conference facilities. The company also operates certain functions on remote sites, set apart from the main campus, and therefore there is an additional requirement for remote security management.

The requirement for CCTV, access control and time management systems were to enhance security for both staff and premises, and to discourage theft. The G4S Technology Symmetry™ and Plantime systems have now improved the working conditions of staff, enhanced safety and increased the awareness of security.

The Symmetry system incorporates various integrated technologies via a PC platform, using the Microsoft Windows style guide. The comprehensive security system includes an external CCTV network to oversee all activity on the premises, and external traffic barriers to govern entry into, and out of the site. The barriers are operated via a personalised ID swipe card issued to all staff members (and potentially to site visitors in future via additional G4S Technology security installations).

The internal security system comprises a network of internal turnstiles, secure doors and CCTV cameras. These can be programmed to action automatic visual alerts at the Monitor security desk whenever an access point is forced, or if an unauthorised card is presented to a card reader anywhere on site; either on the immediate premises or on one of the remote sites.

"We have been extending existing systems and interfacing new technology and have been happy to work closely with G4S Technology to develop the total infrastructure," said Monitor Director, Garth Brookfield. "The support that we have received has been good...the heavy use of both the access and Plantime systems has proved that the product and the technology is reliable, and the backup support is there when needed."

Symmetry is a scalable enterprise system capable of coping with unlimited cardholders and configurations. It is an intuitive, user-friendly software package, simple to maintain, operate and upgrade as necessary. G4S Technology's Plantime system is a powerful management tool, which enables the effective recording of staff attendance; including overtime, annual leave and absenteeism. Both systems utilise the Microsoft© SQL format, thus enabling the simple import and export of data to other software packages. The two systems utilise simple graphic command icons such as those illustrated below.

Symmetry offers the following features and benefits:

- Centrally controlled software - providing a user-friendly interface from which to create/amend security profiles quickly and efficiently;
- Instantaneous CCTV coverage triggered by unauthorised access - ensuring events may be responded to as they occur, in 'real' time;
- Door alarms and 'event to action' alarms utilise dynamic on-screen mapping - ensuring that suitable manpower may be deployed swiftly and directly to the alarm activation point;



"I am never duplicating effort – it just works correctly"

- Implementation of lost, stolen or unauthorised cards immediately identifiable -enabling action to be taken to recover the card and avoid further security breaches.

The Symmetry system at Monitor is currently in operation at the two main civic offices on the premises, with the Plantime system directly responsible for 1,600 staff members. The G4S Technology systems have been in place for many years now, having been inherited by Monitor from Gwent County Council.

If ever a client requires technical assistance, they must be confident in receiving a swift and efficient response from their service provider. G4S Technology offers the following guarantees:

- A service desk open 7 days per week, 365 days per year;
- Mobile engineers on call, carrying the essential components to repair 95 percent of breakdowns on the first site visit;
- Every G4S Technology system receives an annual preventative maintenance inspection and service;
- Systems are future and backwards compatible (ensuring that even antiquated systems are fully maintainable, in line with our modern installations).

"The inherited systems have proved secure and reliable...support has been excellent," said Brookfield. G4S Technology Service Manager, Mr. Tom Hanaphy adds: "We are extremely pleased with the continued success of our relationship with Monitor. G4S Technology has secured the County Hall and outlying buildings for many years now and our systems have been modified and developed in line with the sites' evolving requirements. We are proud of our strong and successful relationship with Monitor."

#### About G4S Technology

G4S Technology is part of G4S plc, the world's leading international security solutions group.

G4S Technology designs, manufactures, installs and maintains fully integrated building security systems, protecting everything from small offices and schools to large multi-national organisations and high security Government facilities. G4S Technology has been providing unified security solutions for over 30 years, delivering 30,000 systems across 80 countries, to mitigate risk and protect staff, premises and assets.



**G4S Technology**

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