

CASE STUDY



CREATING A JOINT CENTRE OF EXCELLENCE TO INCREASE EFFICIENCY AND DELIVER IMPROVED SERVICE

Trafford Council is one of ten Metropolitan District Councils in Manchester. It contains Trafford Park industrial estate, Manchester United, The Trafford Centre, Lancashire County Cricket Club and the Imperial War Museum North.

The Challenge

Trafford Council wanted to upgrade its public realm CCTV camera network and relocate its control room into Salford County Council's existing facility. The project would create a joint centre of excellence to increase efficiency, deliver an improved service and enable significant revenue savings to be achieved.

The Solution

As a leading provider of CCTV and IT infrastructure solutions to the public sector, OpenView Security Solutions was awarded the contract as it could demonstrate a successful track record of successful installations for other similar high profile projects. The company also had the ability to provide documentation detailing the high quality procedures it had in place to manage the whole installation process and the high calibre of the specialist technicians that would be assigned.



OpenView upgraded Trafford Council's existing control room equipment, which had reached end of life to the Synectics Synergy 3 command and control system used by Salford's CCTV control centre. OpenView ensured that Trafford's current CCTV control centre remained fully operational throughout the switchover process to ensure there was no interruption to service provision.

The Synectics platform offers high levels of support for third party cameras and encoders, including ONVIF compatible devices, enabling OSS to install 63 new PTZ cameras and a further 31 existing analogue cameras. They are hard-wired or linked using wireless to Salford's city-wide 1GB fibre network backbone to deliver real-time, broadcast quality video footage to the expanded control centre.

According to Andy Ward, Sales Director of OpenView Security Solutions: "This project enables both Trafford and Salford to strengthen resilience and reduce expenditure through the joint procurement of staffing, equipment and maintenance. It also enhances the level of response provided to crimes that occur and make both Trafford and Salford safer places to live, work and visit."

OSS was subsequently awarded a contract for the provision of installation and maintenance services for Salford's CCTV control centre and all public space cameras. The company is providing a 24/7 service with a 2 hour onsite response to resolve critical issues as well as a full range of fault repair, installation planning, cyclical upgrades and new installation services.