



CASE STUDY

YOUR HOMES NEWCASTLE PIONEERS SMART CITY TECHNOLOGIES WITH CITY-WIDE CONCIERGE SOLUTION

Founded in 2004, Your Homes Newcastle (YHN) is an Arm's Length Management Organisation (ALMO) responsible for the management of 32,000 council homes and the provision of support services for Newcastle City Council to meet the Government's Decent Homes standard. YHN also manages over 500 properties for Leazes Homes, a provider of high quality, affordable accommodation.

The Challenge

YHN wanted to replace aging security systems with the latest scalable technology to improve the security of residents and protect the majority of the public housing stock throughout the city of Newcastle-upon-Tyne. This was part of a strategy to become one of the first adopters of smart city network technologies as a stepping stone to future connectivity across Newcastle. YHN was looking for a provider of door entry intercoms with fire and intruder alarm integration for over 4700 homes. In addition, YHN wanted a full 'lifecycle' solution for the supply, installation and maintenance of a fully integrated IP-based video concierge, CCTV and access control system. This unique project would also include integration with the organisation's existing customer relationship management system and would be the first phase of a city-wide project to create a centralised concierge administration control room.

The Solution

As a long term supplier to YHN, OpenView Security Solutions installed a sustainable security infrastructure that comprised an IP-based backbone that offered a low cost of ownership with the flexibility to add additional smart living



solutions to meet its future evolving requirements. This involved installing fibre optic and Cat6 structured cabling for a digital wide area network to connect high rise blocks across YHN's portfolio.

In addition to installing more than 200 new access control doors with entry call panels at each building entrance, OpenView provided next generation IP-based access control systems. The latest high-tech apartment stations were installed inside each home comprising integrated flat-screen displays that provide a full video picture display of visitors. Fire alarm detectors were also integrated in each home as well as intercom help points in lifts and other public areas, all of which were connected to the wide area network to be monitored by YHN's centralised control room. Coverage was further extended to improve disabled access and protect cycle stores and community lounges.

Over 600 cameras were installed and connected to the digital wide area network. They included static CCTV cameras to cover the main lobby areas and lifts within tower blocks along with full function PTZ cameras used to monitor public space areas around each building. The cameras were connected using fibre optic, microwave and wireless links to ensure the transmission of the highest quality images to the control room where a new integrated Video Management System which is also used to manage the city-wide and access control systems. To enhance the level of service provided to residents, OpenView also integrated the IP-based solution with YHN's existing customer relationship management system.

According to Andy Ward, Sales Director at OpenView Security Solutions: "YHN was the first social housing provider to project its vision of the future smart city environment by designing and implementing an integrated IP-based sustainable network that delivers a low cost of ownership and enhances the level of security for residents. This deployment puts YHN in a great position to integrate additional smart living solutions and demonstrates that OpenView has the expertise and resources to successfully deliver large scale projects that provide a long lasting return on investment."



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