



CASE STUDY

OPENVIEW RECEIVES TOP RATINGS FOR STATE-OF-THE-ART CONCIERGE SYSTEM INSTALLATIONS

The London Borough of Tower Hamlets is a London Borough in East London which covers much of the traditional East End and includes much of the redeveloped Docklands region of London, including West India Docks and Canary Wharf. With a population of more than 300,000, Tower Hamlets is the fastest growing borough in the UK and housing provision continues to be a priority issue for the council.

The Challenge

Tower Hamlets has a broad vision for housing which emphasises how good housing and living conditions are fundamental to community wellbeing and cohesion. With an extensive housing stock serving leaseholders and tenants, door entry systems are routinely installed in council-owned properties to provide residents with the highest level of security and help combat rising levels of anti-social behaviour. Tower Hamlets now has one of London's highest concentrations of these systems. As well as ensuring that they are maintained properly, the council wanted to replace aging systems with the latest technology and ensure that new installations were future proofed to take advantage of additional smart living applications.

The Solution

As one of Tower Hamlets' longstanding suppliers, OpenView Security Solutions provides Tower Hamlets with a comprehensive range of maintenance services, both reactive and planned, as well as capital works projects for



door entry and access control systems at council-owned properties across the borough. A key challenge is to keep legacy door entry systems working when many are past end of life making spares hard to come by. OpenView has managed this challenge by recycling old systems back into the repair programme to extend their operational life and, through the service regime, reporting on installed assets and recommending where systems need replacement.

According to Russell Millhouse, Electrical Projects Officer for the London Borough of Tower Hamlets: “We are focused on introducing new technologies that enhance service provision and provide greater efficiency both today and in the future.”

OpenView has started an ongoing programme for the deployment of the latest IP-based door entry systems including the installation of cat5 cabling throughout residential blocks to provide the required level of network connectivity. For each new installation, compact, touchscreen displays are installed in each property replacing the old fashioned, bulky handset units. Twelve installations have been completed so far with a further ten in progress and a planned pipeline of sixty additional sites.

Following these installations, OpenView received some of the highest ratings in Tower Hamlets’ recent customer satisfaction surveys with respondents quoting the quality of staff and the works efficiently completed with minimum disruption. Residents also reported high levels of satisfaction with the modern look and feel of the touchscreen user interface which is familiar and intuitive and in keeping with modern smartphone technology.

“The new IP-based door entry systems have been exceptionally reliable and any faults have been quickly and efficiently resolved by OpenView,” added Millhouse. “There has also been a significant reduction in the number of damaged units inside properties as residents have higher levels of confidence in the systems and there is little to break.”