



Pets (Security)

Case Study



About

Pets embarked on an ambitious project to condense two of their previous distribution facilities into a single super distribution centre of approximately 800,000sq ft located in Stafford.

The new facility provides storage and distribution for a wide range of products including food stuffs, medicines, toys and animal furniture, as well as logistics support, recycling services and high specification office facilities.

Sudlows were commissioned to design, deploy and support a facility-wide security solution including a video surveillance system (VSS/CCTV) and an electronic access control system (EACS) to support the business' security, loss prevention and health and safety needs on-site.

The Brief

Pets were keen to engage with a partner with established credentials in the design and deployment of security solutions in large-scale distribution facilities. The organisations' need was to deploy a robust, easy to use and cost-effective range of security solutions including electronic access control and video surveillance systems across the distribution facility.

The solutions were required to support a number of different use cases across the site. A number of different operational stakeholders required use of the security solutions and to support this, 3no security management stations were provisioned around the site as well as a 4 x 2 video wall within the on-site Pets operational command centre.

Pets also required the solution to be low maintenance from an organisational perspective and required Sudlows to provide a support offering over three years that provided support and response times suitable for a critical business facility.

The Project

The overall solution to support the security and health and safety requirements for this 800,000sq ft complex includes an electronic access control solution that provides secure access points both within the building itself and around the perimeter.

A number of access controlled doors are provided within the building, managing the access of colleagues and visitors alike around circulatory spaces and more secure locations such as the communication rooms.

Site perimeter access is well catered for with access control afforded to vehicular entrances and exits, power pedestrian gates and turnstiles. The access control solution is designed with disability awareness in mind. As well as managing access on the site across a full range of time schedules, as expected for a 24/7 operation, access can also be managed by user groups. The access control solution also includes 5no. video intercoms and a robust integration with the fire solution as well as offering fire role call and 3no muster points to be utilised in the event of a fire.

As well as the electronic access control, a site-wide video surveillance system has also been designed and deployed to further enhance site security, support colleague welfare and health and safety, and also support the business' loss prevention aims.

As this is a sizeable site with numerous different types of space layouts within it, a detailed design process was undertaken to ensure that the right type and resolution of cameras have been deployed to offer the right mix of system performance vs cost of deployment.

In order to meet the design brief, bullet cameras, turret cameras, multi sensor and fisheye cameras have all be used to great effect in the right setting. VSS coverage across site includes coverage of all warehousing and picking areas, offices, and external coverage around the site.

Storage is provided via 6no NVRs which are RAID configured for resiliency and the whole solution is managed via a VSS management server providing ease of management and the ability to remotely monitor system health and provide alerts. 3no security management stations have been provided across the site which provide operational stakeholders access to manage and monitor both the access control and video surveillance systems, and a 4x2 video wall has also been installed in the site's operational command centre which provides a window into the site security performance.



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Both solutions are supported by a three-year service wrap including 24/7/365 support incorporating service spares for rapid fault resolution and both preventative maintenance visits and reactive site support.

A summary of the services and hardware provided include:

- Client Workshops.
- Full High-Level Design.
- Full Low-Level Design.
- 32no access controlled internal doors.
- 4no access controlled powered pedestrian gates.
- 5no access controlled turnstiles.
- 2no access controlled vehicle barriers.
- 5no video intercoms.
- 240no internal cameras.
- 67no external cameras.
- VSS (CCTV) and Access Control Management Servers.
- 6no VSS (CCTV) NVRs configured for RAID.
- 3no Muster Points.
- 3no security management PCs.
- 4 x 2 video wall.
- Three-year reactive and proactive maintenance package.

In addition to the security solutions, Sudlows also designed and installed all the supporting infrastructure, both active and passive, upon which the security solution resides.

Sudlows delivered on the customers' brief by designing and deploying a high quality and feature rich video surveillance solution and electronic access control solution encompassing all system components and management stations to support operational stakeholder use of the systems.

The security solutions improve the business' security across the site, providing secure access for vehicles and pedestrians as well as the management of site visitors and colleagues. A range of camera models have been used to provide full coverage of the site supporting the business' loss prevention efforts, and health and safety on-site is boosted naturally by the presence of such systems, and the muster point and fire roll call facilities provisioned as part of the security solutions.

Pets are also provided with peace of mind across the whole solution with a three-year support wrap in place covering preventive and reactive support as well as a number of support spares.

Testimonial

Phil Guy, Senior Project Manager at Pets, commented:

“The addition of these security solutions really enhances the safety and security on-site for colleagues and visitors alike.

“The systems are user friendly, and training has been provided to all operational stakeholders, ensuring all colleagues can get the most out of the system.”

Location:
Stafford

Sector:
Distribution

Duration:
4 Months



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