



## Challenge

Faced with a healthcare facility that included independent buildings and car parks, the building owner identified that the current legacy access control solution was coming to the end of its life cycle and was in need of future proofing to provide monitoring of entrances, exits and other sensitive areas ensuring a safe environment for patients, visitors and staff.

## Solution

Serco Group plc site facilities management company, along with installation and system integrator partner, Check Your Security Ltd conducted a full and comprehensive Enterprise Audit Report (EAR<sup>®</sup>) of the existing TDSi, 379 door access control solution. The report provided the stakeholders with a detailed asset register and conditional appraisal as well as highlighting system improvements. It also offered independent advice on the Security Industry trends and key available migration paths. Norfolk and Norwich University Hospital (NNUH) elected to install and upgrade to the latest TDSi integrated access control platform; this included new Expert 4 IP controllers and EXprox readers, which were combined with the newly released Exgarde Management Software 4.2 in a virtualised environment.

## Benefits

Utilising cutting edge TDSi technology for an integrated solution, Serco Group plc along with installation and support partner, Check Your Security Ltd were able to achieve a 100% performance improvement in the healthcare's legacy system. By leveraging their initial investment and improving the systems architecture with the latest upgrades, this has shown an increase in daily productivity due to the ease of use of the new Exgarde Management software. When compared to other vendors, the support that could be offered through TDSi's local premier partner, Check Your Security Ltd, also based in Norfolk, was of great benefit to the client.

- **100% performance increase**
- **Utilised the corporate network infrastructure**
- **Reduced overall running costs by leveraging a virtualised server environment**

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Market: Health Care

Location: East Anglia

Partner: TDSi

### Featured Products



Exgarde™ Pro Security Management Software



Long Range Car Park Reader



Expert 4 IP Controller



EXprox Reader



“ Over the years at the Hospital, Serco have continually strived to push new boundaries and use the latest technology to ensure staff, patient safety and visitor experience is not jeopardised.

This has reflected in their ability to manage the site, making sure value is added in the most efficient and cost effective manner, coupled with a deep understanding of the hospitals needs has allowed for better customer service from the forward thinking University Hospital. ”

**Clinton Button Operations Director - Check Your Security**

**Norfolk and Norwich University Hospital Makes Patient Safety a Top Priority**

*Norfolk and Norwich University Hospital (NNUH) is a National Health Service academic teaching hospital located on the southern outskirts of Norwich and was the first new NHS teaching hospital built in England for more than 30 years. The university hospital replaced the former, Norfolk and Norwich Hospital, which was founded in 1771, and the West Norwich Hospital.*

*The NNUH was built under the Private Finance Initiative (PFI), and opened in late 2001: it has 1200 acute beds and offers a wide range of NHS acute health services. It is one of the largest hospitals in the United Kingdom in terms of in-patient capacity and is a teaching centre for nurses (adult and children) midwives, doctors, therapists and operating department practitioners, whilst hosting the Norwich GP speciality training scheme.*



“ The Enterprise Audit Report provided us with an in depth evidence based foundation, enabling us to analyse and allow our security strategy to plan improvement and continually evolve. Attaining this necessary information has given the trust the ability to expand and meet the ever growing security threats and patient care requirements within the NHS. ”

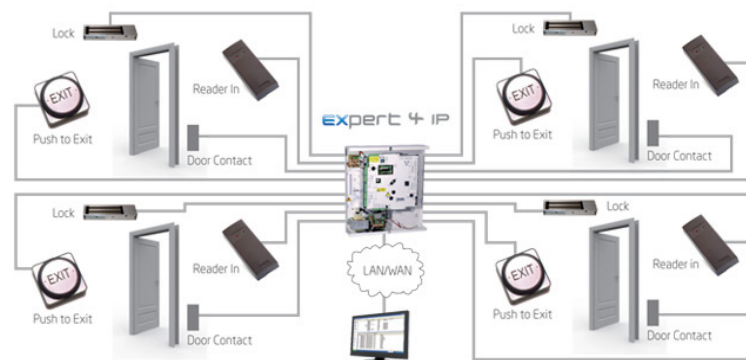
**Simon Wardale - Facilities & Services Contract Manager  
- Norfolk and Norwich University Hospital**

Faced with the key challenge to appraise the current access control system that ranged from old legacy door controllers, network and cabling infrastructure, Check Your Security Ltd utilised their professional service tool - Enterprise Audit Report (EAR) to gather and collate the healthcare’s security inventory and produce a security asset register which highlighted location, condition, value and system architecture design. “The Enterprise Audit Report acted as a blue print to the sites current and future security, providing a greater insight into the past as well as where we wanted to be in the future,” explained Facilities and Services Contracts Manager of NNUH Simon Wardale. “The result: an effective and efficient way to help make informed decisions on the sites security needs.”



## Meeting Upgrade Challenges Head On

At the NNUH, Serco Group plc, (the Facilities Management Company,) were confronted with a challenge of augmenting the site wide upgrade whilst not compromising security and services delivered by the healthcare, making project management particularly difficult at times. To help manage these challenges, Serco Group plc appointed Engineering Officer Steve Hewitt from their Services and Technology team as the overall project manager. His role was overseeing critical paths and to ensure milestones were delivered on time with the correct resources for Check Your Security Ltd to upgrade the TDSi hardware and software with minimal disruption. “We were delighted to work with a professional organisation such as Serco Group plc, our staff worked efficiently and seamlessly with Serco personnel. It was a pleasure to deliver a high profile project like NNUH on time and on budget.” Operation Director, Clinton Button from Check Your Security Ltd commented.



## Integration for the Future

According to Simon Wardale, “The latest TDSi EXgarde™ Security Management Software 4.2 and hardware now offers the healthcare new opportunities to explore the latest market technologies, and third party integrations. Removing the old S series controllers and moving onto the corporate network has given us the confidence to bring the system on as part of our integrated solutions. The TDSi system is positively providing our primary goal of monitoring a safe environment for patients, visitors and staff.”



*We knew that our environment would be tough to deliver. We had a range of environments including an out of date control room, legacy hardware deployed across the hospital.*

*From our opening interactions through to the final conclusion of the final project, Check Your Security exceeded our expectations in every way. The initial task was to review our current CCTV solution and develop a strategy that allowed us to migrate from analogue to digital under a challenging environment.*

*It was a logical extension of our relationship with Check Your Security to ask them to undertake the upgrade project and once again they certainly rose to the challenge. There were many technical and logistical difficulties to overcome, but we found the CYS team to be proactive and professional.*

*Their ability to understand and adapt to our precise requirements contribute massively to an extremely successful major project. We have developed complete trust in their ability to deliver the highest levels of customer services.*



**Ian Cunningham - Asset Manager - Serco**

### Looking ahead...

**As Norfolk and Norwich University Hospital continues to grow, serving the general public and educating the doctors of tomorrow, Check Your Security will be able to deliver and develop new solutions for a diverse digital future in the NHS.**

Check Your Security's similar customers:



Alder Hey Children's **NHS**  
NHS Foundation Trust



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