

GES

Fire & Security Specialists

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Summary

When the Arc Shopping Center opened in Bury St Edmunds in March 2009, it was hailed as the most innovative shopping complex in the UK. A key feature was the breath-taking Debenhams flagship store, with its stylish curved roof.

The complex cost \$170m to build and measures 265,000 sq ft. arc contains shops, restaurants, attractive outdoor walkways and extensive car parks.

The team behind Arc were keen from the outset to promote it as a 'destination venue'. They knew that customer safety and enjoyment would be vital to customer perception, and to Arc's success.

It was therefore paramount that Arc should have surveillance equipment that was top quality, discreet and flexible, which is where GES came in.

GES Specialise in:

- Access Control
- CCTV
- Door Entry
- Intruder Alarms
- Fire Alarms
- Service & Maintenance
- Security Consultancy

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Case Study: Complete IP video system for a prestigious new shopping complex in Bury St Edmunds



A sensitive surveillance solution for a multi-entry and multi-exit shopping centre.

GES had only 26 weeks to complete the project and needed to liaise with Arc's design team every step of the way.

The Arc Center has 35 shops and restaurant and covers an area of 256,000 sq ft, which means there are hundreds of doors to cover.

As with any retail environment, Arc needs to respond quickly to incidents of criminal activity and anti-social behaviour, while monitoring the safety of members of the public in and around all the public areas, both indoors and outside.

IP security throughout the Center

GES designed and installed an integrated surveillance solution using 26 IP CCTV cameras, 16 rising bollards to protect pedestrian areas, an IP intercom system and recording equipment in a specially created security control centre.

All the security systems are connected via the IP fibre network installed by GES in strategic positions, with the main hub being the security management suite.

Door intercom units were installed at staff and delivery entrances, linked to the IP video system via a digital input provided by IndigoVision, one of GES's partners.

The beauty of this is that when an intercom call is made, an alarm is raised in the control centre via IndigoVision's security management software and the nearest camera is automatically panned to a preset

position and displayed on a 'spot' monitor. The operator can then see the location of the alarm on an interactive map and can confirm or deny visual identity and open or close the gates or rising bollards.

The four sets of FAAC rising bollards are positioned to allow service vehicles into the Center. This gives the Arc management team the flexibility to schedule deliveries and the control to keep the pedestrian areas free from vehicle movements.

How the Arc Center benefitted

- A dedicated GES account manager from initial briefing through to completion
- Fully integrated surveillance solution covering the entire Center
- Easy to use control centre, enabling rapid response to criminal activity
- Effective intercom and IP CCTV security on all doors
- Assurance that shoppers and staff are protected and the ambience of Arc is maintained
- Best possible equipment, installed on time and on budget

“We have been delighted with the IP CCTV system installed at arc Shopping Center. Arc is a major asset within Bury St Edmunds and the quality of the system has impressed all the stakeholders.”
Paul Haynes, Center Manager

If you need to discuss any aspect of security and fire safety for your premises, however large or small, we are the experts.

Please call us on 01268 776866.