

London Borough

A local council utilizes the latest in building automation technology



Typical multi-tenanted property administered by the London council



The Challenge

To replace an obsolete DOS-based building monitoring system with a system providing:

- More efficient and reliable monitoring and fault reporting
- Centralized monitoring of remote locations
- Scalability for future expansion

The Solution

CitectFacilities was selected to monitor equipment in remote locations. Its graphic front end simplifies control by presenting centralized on-screen indicators that identify faults and alarms.

The council for a southeast London borough administering local government services to approximately 250,000 residents recognized it needed a new monitoring system for its residents' housing. The council is responsible for the safety of occupants in council-owned and maintained multi-tenanted properties and sheltered housing schemes. Resident safety is potentially at risk if equipment and building services are not adequately maintained.

The Challenge

An issue facing the council was the original and outdated remote lift monitoring system used in many of its multi-occupancy properties. It was a DOS-based proprietary system that had become unreliable, inundating the council with false alarms. The council also wanted to extend the parameters of the monitoring system to include additional onsite equipment, such as water pumps, tanks, heating boilers and riser pumps.

Another important challenge for the council was the timely identification of faults in order to reduce the incidence of complaints.

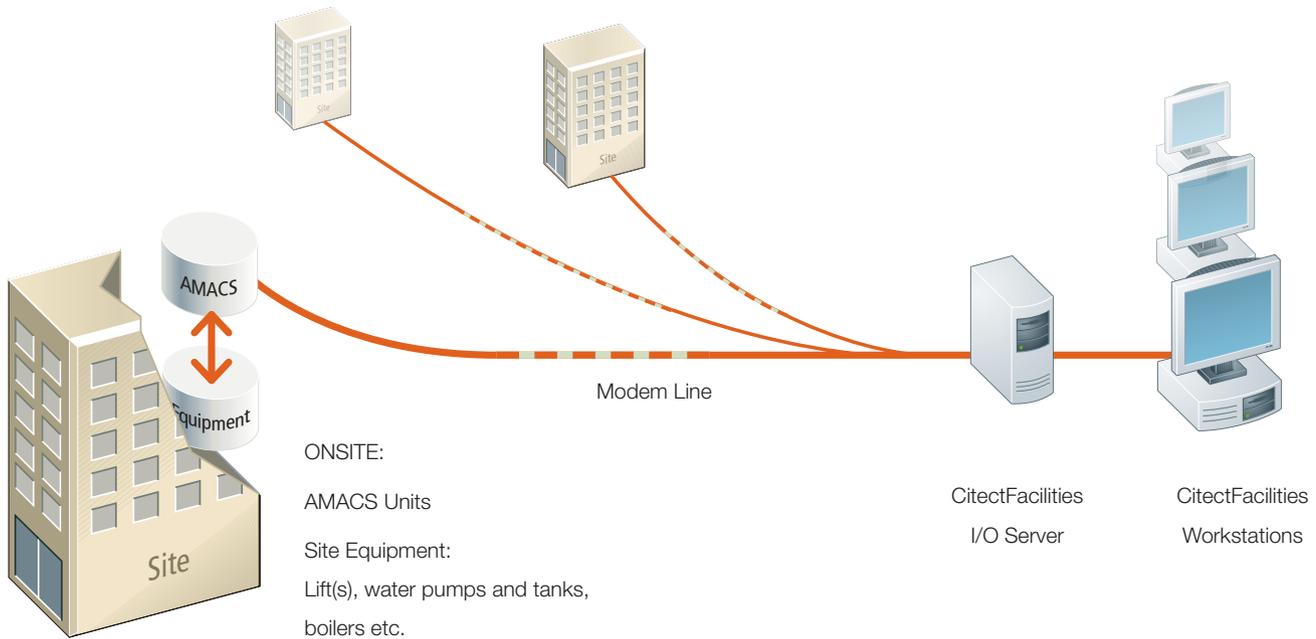
Thus, the council decided to invest in a new, more comprehensive facilities management system that would address all of these needs, as well as be able to accommodate any future expansion plans.

The Solution

The solution was a tailored building automation system, engineered and installed by a valued integration partner. It combined the partner's Advanced Monitoring and Control System (AMACS) with the CitectFacilities software. CitectFacilities can remotely monitor the wide variety of systems used in the council's multi-occupancy buildings across the borough.

The Benefits

The CitectFacilities solution has been so successful that operators are often alerted to system faults before residents themselves report the problem.



Schematic diagram depicting the project solution

CitectFacilities provides centralized visibility and control by integrating all facilities systems, including HVAC, lighting and access control across the entire enterprise to deliver a single facilities management system.

A number of remote sites were fitted with hardware designed to monitor onsite equipment and communicate with CitectFacilities, centrally located at the council offices. The CitectFacilities interface was customized to represent onsite equipment and intuitively guide users via a series of simple, onscreen visual indicators that identify alarms and faults.

The AMACS units are located on the council sites that are being monitored. Each monitored item of onsite equipment has specified alarm and monitor points connected to an AMACS unit. The units dial in alarms, using an internal modem, to the CitectFacilities system via a Modbus protocol. Based on the alarms received by the CitectFacilities system, council engineers can arrange for relevant maintenance companies to attend to the site.

Once logged into the CitectFacilities system, engineers can select a site and observe the equipment in real time. The engineers can also control equipment remotely.

For example, lifts can be operated in manual mode, aiding fault diagnosis and minimizing the number of site visits.

The Benefits

CitectFacilities' 24/7 centralized alarm reporting and management has led to rapid fault detection and enabled a more effective response to problems. The council now often acts to correct problems before they cause disruptions to tenants.

CitectFacilities' ability to accommodate the council's plans for future expansion was also a key factor in its selection. At present, the council is using the system at 25 sites and plans to add 15 sites a year as capital becomes available. CitectFacilities' true client/server architecture makes it highly scalable, enabling the council to expand the system in accordance with its business plan.

Utilizing CitectFacilities, the council has the latest in building automation technology whilst achieving its business objectives of improved tenant service, increased staff productivity and reduced operating costs.



"The CitectFacilities system is revolutionizing the way the council operates and maintains buildings in the borough. It takes the council from a reactive to a proactive approach, alerting engineers to faults with lifts, pumps and boilers sometimes even before residents are impacted. The council is now able to rectify these faults quickly, with minimum disruption."

LES MOON,
 Engineering Director
 Entech

For more on automation solutions visit www.citect.com