



ClearImage

Clear Image Case Study

Project	Virtual Concierge
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Saving money, time and effort with 'Virtual Concierge'

National House is a prestigious, Grade II listed six-storey office block in the centre of Manchester managed by DTZ.

As property managers, DTZ are responsible for providing a fully managed service to the tenants.



The challenge

The building is occupied by multiple tenants who require access to their offices round-the-clock. Access was controlled by a Building Manager covering the hours 07.00 -1600 Monday to Friday. The building was then covered by a security officer from 15.00 to 19.00 Monday - Friday, which equates to 4 hours per day, 5 days per week. The cost of this cover was £13,000 per annum and equated to £0.44p per sq/ft on a 29,255 square foot building. This did not include bank holidays, cover for holidays or sickness of the current building manager, and could also cause DTZ issues trying to source a guard at short notice.

The feeling from the tenants was that there was no real value or benefit to have the security officer present, and there was a high churn rate of personnel. The existing CCTV system was not up to the task of being remotely monitored and did not provide a satisfactory audit trail.

The solution



DTZ engaged Clear Image to design a solution that would first improve the flexibility of the existing CCTV system, and also extend the system so it could be provide out of hours access via the front door remotely.

The result was Virtual Concierge, a high-resolution IP camera combined with audio technology, providing access control and remote monitoring.

Alerted by a simple call button, remote operators can see and hear any visitors or staff who need to gain access to the building out of hours. These visitors are greeted with a bespoke message and the remote operator can issue instructions, check credentials and grant access (on verification of a password).



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The costs

To design and install the system cost in the region of £5,500. Some changes were also required to the existing equipment to upgrade the current broadband system, make changes to the front door and install an automatic door closer, costing a further £2,000, making a total capital cost of £7,500. Monitoring costs are a further £1,200 per year.

The benefits

- Total first year savings in year one amount to £4,250 (a payback of just 6 months), rising to £11,750 in year two (with increased savings as time progresses)
- The system now provides an audit trail, enabling both DTZ and tenants if they wish) to monitor who comes to the property and at what times, i.e. cleaning staff, contractors working out of hours etc.
- Lone working procedures are now improved – operators are now aware when staff or contractors are on site, whereas previously, if staff had turned up out of hours and let themselves in with a key no one would have known
- If the fire alarm goes off, the response times are vastly improved. Previously the Fire Service needed to wait until a key holder arrived. Now the Fire Service can contact the monitoring station via the Virtual Concierge who will grant access without the need to wait for a key holder.
- The system has enabled the cancellation of the key holding service saving a further £500 per annum

For more information please contact:

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