INCIDENT & SECURITY MANAGEMENT

A WinGuard solution in collaboration with Hexagon Safety & Infrastructure

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always retain control

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An integrated WinGuard solution with the incident management system I/CAD by Hexagon Safety & Infrastructure

Optimal imaging of highly variable processes during normal operations and emergency management in security control centres requires a holistic modular approach. The integrated solution of WinGuard by Advancis and Intergraph Computer Aided Dispatch (I/CAD) by Hexagon Safety & Infrastructure helps to complete activities rapidly and reliably during normal operations but also provides suitable actions, communication possibilities and monitoring mechanisms in case of an emergency. This results in a highly effective security management system based on an integrated operational view.

Integrated Solution for Control Centres

The integrated overall solution is a standardised platform for all control centre tasks. All physical security systems (fire, intrusion detection and gas alarm units, access control and security guard systems, etc.), plus building services installations, cameras, communication systems, alarm and messaging systems, are centralized in one integrated platform. Incoming information is aggregated, organized and correlated. In case of an incident, tools are available for reliable alerting, messaging, operational command and monitoring. This solution combines the benefits of the WinGuard security and building management platform with those of the I/CAD incident management system in an optimum way.

The required data including context-sensitive video images is displayed at all times on an intuitive, integrated user interface according to relevance. Clear proposals for action based on predefined rules provide reliable workflows depending on the situation. Security centre tasks remain controllable, conveniently, rapidly and reliably.

Normal operations, i.e. events and activities that are not related to incidents, are fully processed via the security and building management system. In the process, activities can either be initiated by the control centre or connected organisations themselves or triggered by messages resulting from events and states in the security and building services installations. Events are signalled according to their prioritisation and handled interactively by predefined automatic or manual actions via targeted user navigation. All (security-related) technology systems in the buildings to be monitored are controlled and visualised by an integrated user interface. The supporting visua-

lisation of system states and other information such as from warning devices, doors, lifts, or with regard to escape and emergency access routes is shown on floor plans or other graphics such as tableaus or outline plans. Using the modular structure, tasks associated with normal operations can also be completed from remote work stations outside the control centre, e.g. at the factory gates.

In an emergency case, special proposals for action become effective and normally lead to alerting the emergency services and informing of decision-makers. The system automatically provides information regarding building data relevant to the operation (e.g. hazardous substances). Gates can be opened by the Hexagon Safety Manager via building services control, announcements can be triggered via the alarm system and alarm despatches can be printed, etc. As the operation progresses, status reports are monitored and implemented by the emergency services that have been deployed, report entries can be added, warning messages can be triggered and the carrying out of actions can be monitored. By linking it e.g. to telephone, radio communication and alarm systems, functions of the communication systems can be controlled by the security and building management system.

Easy and cross-site Scalability

The integrated solution supports cross-site cooperation according to the principle of a virtual control centre, i.e. various control centre sites use a common system (including management of access rights according to different areas of responsibility). Work stations at one site can act as a fallback position.

Only those data is maintained in WinGuard that is primarily needed in the management platform. Data contained in other systems is taken over via a time-saving, easy import function. More than 350 interfaces are ready for use.

The activities that form part of normal operations and those associated with emergency management are fully documented and can be analysed. The correlation between trigger messages, resulting emergency operations and control orders within the scope of incident handling, etc. is ensured at all times.

The integrated solution has a logical modular structure.

Crisis management

Security management

Incident management

Field level

This modularity facilitates flexible implementation of tailored solutions without having to forego the use of standard products. Moreover, the system architecture facilitates the simple addition of further work stations or even sites in a control centre network. The solution can likewise be extended to include further clients, which e.g. facilitates cooperation between various safety organisations such as factory security services and factory safety using a common system.

In many control centres the focus is on normal operations, the processing of which can be optimised via the specialisation of selected work stations while other work stations cover the whole spectrum. In this way irrelevant and therefore annoying messages can be avoided at places such as factory gates or site entrances.

Interdisciplinary Cooperation during large-scale Emergencies

An escalation of emergency incidents requires special measures and organisation forms of security personnel. Inter-organisational and interdisciplinary cooperation is absolutely vital in case of special situations, making many conventional management systems quickly reach their limits. Thus the integrated solution by Advancis and Hexagon Safety & Infrastructure offers another component of a holistic security management by linkage to Hexagon's incident information and control centre system Intergraph Planning & Response (crisis management). In this way seamless IT support for all control centre tasks - from normal operations up to large-scale emergencies - is ensured.

All Benefits at a Glance

- Integrated platform and interface for all security management tasks, i.e. linkage of all security devices, building management and communication systems

- Standardisation of processes in the control centre, thus simplified operation and at the same time reduction of costs for administration and training

- Vendor-neutral and open platform avoids redundant data maintenance in different systems

- Less pressure on the operator due to guided workflows and proposals for action

- High scalability: from basic control centres up to large-scale networks; thus easy adding of further work stations, organisations, sites, interfaces and functions

- Cross-site communication and control

- High degree of interoperability

- High availability due to fallback mechanisms

- Continuous operation of security and incident management system using one overall solution