Qognify

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Brendan O'keeffe, Project Manager at Network Rail

CUSTOMER INDUSTRY
Public Transport

WEBSITE
www.networkrail.co.uk

LOCATION
London, UK

BUSINESS NEED
A comprehensive solution that enhances safety, security and operational efficiency while integrating existing legacy security sub systems.

SOLUTIONS
Situator

THE IMPACT
Enhanced centralized station management solution

Consistent management of security, safety and operations

Improved response based on automated response plans and adaptive workflows

Seamless integration of legacy sub-systems, leveraging past investments

NETWORK RAIL, KINGS CROSS STATION

ABOUT KINGS CROSS RAIL STATION

Kings Cross, London, is one of the largest and most historic rail stations in the UK and is run, maintained and owned by Network Rail. In recent years the station has gained worldwide renown for being the fictional home of platform 9¾ from the Harry Potter book series.

The Station first opened in 1852; today, on average 47 million pedestrian pass through the entire interchange annually. Following a major refurbishment of the main train sheds and an iconic new concourse that opened in March 2012, the station became home to the largest single span structure in Europe, which includes many shops and restaurants.

THE CHALLENGE

With an increase in visitor numbers together with the station's need to meet today's safety, security and operational challenges, Network Rail sought a solution that would address their growing needs.

A key consideration for any solution was its ability to improve the quality and performance of their existing security systems. The station already had a robust infrastructure with hundreds of analogue CCTV cameras, as well as a variety of other security systems and eight sub-systems. The Kings Cross security team's challenge was to find a way to improve the overall security, safety and operational performance whilst leveraging, their existing security infrastructure.

Network Rail

THE SOLUTION

After careful consideration of the various solution options available, Network Rail determined that the Situator Situation Management Solution, a top-tier Physical Security Information Management System (PSIM) would be the most effective solution to address the challenges for their unique environment. Situator provides tremendous operational benefits as it bundles other security applications into a single platform, which boosts the efficacy of all systems as they are integrated and leverage common information.

- Through the integration of all the various systems and sensors, Situator creates a single, comprehensive view, to correlate the various data inputs and proactively present to operators potential unfolding events.

- Situator provides control room operators with a single standardized interface from which to monitor activity across CCTV, access control, fire, help-points, customer information and public address systems. Security alerts from each system are immediately and clearly flagged to the operator onscreen.

- Operators can take the appropriate course of action in adherence to predetermined processes — whether that is to continue monitoring, make an announcement, co-ordinate ground-staff, or engage third-party responders — with Situator guiding them throughout the unfolding of each situation.

"As operators only need to use one interface, the initial training needed to get operators accustomed to the new system was minimal, which means we can get new operators up to speed far quicker. It also means that they can focus more on using their surveillance skills," stated Brendan O'Keeffe, Project Manager at Network Rail.

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Having a central system has also improved the speed and efficiency with which the control room can share vital information with onsite and external stakeholders, such as train operators, British Transport Police and other emergency services, to co-ordinate a response to an incident, as well as improve services to the public. "We have far more insight in to what is going on throughout the station complex," explains O'Keeffe. "We can now investigate areas where people have fallen, or places where people are asking for directions which may indicate a need for better signage. This is an important consideration as we are measured on public perception.

NETWORK RAIL

Network Rail is the not for dividend owner and operator of Britain's railway infrastructure, which includes the tracks, signals, tunnels, bridges, viaducts, level crossings and stations - the largest of which we also manage. We aim to provide a safe, reliable and efficient rail infrastructure for freight and passenger trains to use.

www.networkrailmediacentre.co.uk
Twitter: @networkrailPR

ABOUT

Qognify helps organizations mitigate risk, maintain business continuity, and optimize operations. The Qognify portfolio includes video management, video and data analytics, and PSIM/Situation Management solutions that are deployed in financial institutions, transportation agencies, airports, seaports, utility companies, city centers, and to secure many of the world's highest-profile public events. **www.Qognify.com**

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CONTACTS

info@Qognify.com
info.americas@Qognify.com
info.emea@Qognify.com
info.apac@Qognify.com

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