

22 Bishopsgate

Building the foundations of a truly smart building



Name

22 Bishopsgate

Size

1.275 million sq ft

Location

London, UK

Products

Genetec Security Center, Synergis, KiwiVision

Integrator

Total IT

22 BISHOPSGATE

22 Bishopsgate maximizes return on smart building investments, centralizing control of IoT and physical security using Genetec Security Center

22 Bishopsgate is a multi-tenanted commercial development in the heart of the City of London. Completed in late 2020, it stands 278m tall and comprises of 1.275 million square feet of floor space across 62 storeys. It maintains public access to amenities, including the viewing gallery, restaurants, and a gym, alongside a secure workplace for up to 12,000 employees.

Recognizing the need for unified security and operations

From the start, the vision was for 22 Bishopsgate to be a people-centric smart building, designed to meet the changing needs of its occupiers. The development team at 22 Bishopsgate also wanted to set new standards for sustainability, connectivity, and workplace wellbeing. Early on, they realized how the 24/7 security team could play a critical role in this mission. With the right technology, operators could routinely receive, understand, and promptly action incoming alerts and events.

“The danger of relying on lots of different systems is that many alarms are generated without necessarily being presented to the right people at the right time,” explained Glenn Cowell, Smart Systems Manager, 22 Bishopsgate. “We needed a management platform that could intelligently pull in data from a range of sources and present it back to our operators through one intuitive interface.”

Working with its chosen integrator Total IT, the 22 Bishopsgate team identified Genetec™ Security Center as the best fit for its requirements. The unified platform is trusted by some of the world’s most demanding organizations. This provided extra assurance to decision-makers.

Moving to a centralized view of building security

As a unified platform, Security Center could streamline and consolidate all aspects of 22 Bishopsgate’s security and operations. Furthermore, with an open architecture, existing video surveillance cameras and servers could be seamlessly integrated into the platform.

As the United Kingdom began to emerge from the pandemic, the 22 Bishopsgate team identified a need to help management and tenants make sense of the daily building occupancy and utilization levels. They began by implementing Synergis™, they could collect anonymized data on occupancy levels to gain a better understanding of how the building was being used.

Following this, they added video surveillance through Security Center. This would allow their operations team to manage CCTV and access control together in one common interface. They also deployed KiwiVision™ people counting analytics to provide insight on traffic to amenity spaces.

Most transformational of all, the 22 Bishopsgate team implemented a series of IoT plugins for protocols such as Bacnet, MQTT, and SNMP. They can now ingest data from other building systems and devices, and visualize it within Security Center. Ultimately, this brought engineering and operations together at both the technical and management layers, providing one comprehensive view of complex operations and engineering functions.

Increasing operational efficiency with unified data

Today, security operators benefit from significant efficiency gains thanks to the visual tracking and integrated alarm features available within Security Center. These tools help operators easily identify and quickly investigate possible incidents and respond appropriately.

Beyond security, Glenn is also keen to emphasize the wider operational wins: “With Security Center, we’ve been able to flag issues to the engineering team so they can be fixed before they are even noticed or reported by our tenants,” said Cowell. “A good example of this was when the Genetec platform alerted us to the fact that the chilled water supply to tenant floors was above the correct temperature. This allowed us to identify and rectify an issue with the 5,000-kilowatt chiller. We can promptly resolve these types of issues through intelligent alerting and smartly connected systems.”

Using data to optimize the building experience

Security Center is now deeply entwined with 22 Bishopsgate’s smart building ethos. The platform ensures that the management team can make evidence-based decisions on how best to meet the changing needs of occupants. The process of continuous innovation endures to this day as 22 Bishopsgate continues to evolve the platform to accommodate new monitoring requirements.

A good illustration is occupancy data that assists with decision making to ensure appropriate staffing levels for the public viewing gallery and

predict peak demand times for on-site cafes and restaurants. Glenn also appreciates the ongoing control 22 Bishopsgate has to quickly manage some cameras or IoT devices inside the Genetec platform for non-security purposes. Examples include placing a camera in a sewer and in a ventilation duct to troubleshoot an issue, pre-empting the realization of potential bigger problems further down the line.

Setting goals for greater innovation and sustainability

Finally, a key success factor for 22 Bishopsgate is ensuring that the more the building is used, the smarter it becomes. Security Center enables Glenn and his team to regularly review data on triggered alarms to identify patterns, make changes, and unlock time efficiencies.

Steve Dunmall CEO, Total IT, explained how this upgrade to unified security has made an impact at 22 Bishopsgate:

“In working with the 22 Bishopsgate team, Total IT has elevated the building’s security and efficiency through Security Center and set new standards for smart building innovation. This collaboration exemplifies our commitment to leveraging technology to create spaces that adapt to their occupants’ needs, promote sustainability, and enhance wellbeing. Our partnership with 22 Bishopsgate is a cornerstone in our mission to redefine the future of smart buildings, marking a significant step forward in our ongoing journey of innovation.”

“The beauty of the Security Center platform is its in-built customization and flexibility,” concludes Glenn. “There’s no having to go to a third party to develop new code, configure it, and hope it works. We own the platform and know we can shape it to our precise needs.”

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