



Pinnacle



Case Study

No More Monkeying Around

A case study with London Zoo.

Industry

Visitor Attractions & Charity

Features

CCTV Monitoring, Fire & Fault Relays, PA alerts

The End User

London Zoo is a renowned visitor attraction owned by the conservation charity ZSL. It is a 36acre site set within Regent's Park in central London, with a complex estate and an incredibly unique setting, being a zoo. ZSL is committed to providing a safe environment for its staff, visitors and animals, and because of this commitment, has embarked on a major project to upgrade the site's security, fire, and building management systems as part of a long-term modernisation plan.





The Challenge

As a near 200-year-old site, London Zoo's infrastructure is both restricted and varied, with equipment of different ages and capabilities. The zoo's primary focus for this project was the centralisation of the site-wide fire alarm systems. The existing system was outdated and inadequate, leading the ZSL team and their security partner Amulet, to explore more suitable options. The team needed a reliable way of being notified when fire alarms became active or in fault – without this there would be serious risks to safety and compliance with insurance requirements for ZSL. It was paramount that ZSL had a product to not only integrate current systems, but that would grow with them to add in future systems in the years to come, along with the capability to extend the implementation across London Zoo's sister site, Whipsnade Zoo.

The Solution

Pinnacle was chosen for deployment – integrating fire and fault relays from each fire panel and linking them to the zoo's newly upgraded CCTV system. The system was configured to display real-time mapping of fire alarms, issue custom text and PA alerts per panel, and centralise fault notifications management for both the fire alarms and the CCTV system.

The provision of custom messaging and PA alerts has been revolutionary for core response teams working on site, receiving alerts quickly and ensuring they can be investigated and dealt with in a timely manner. Whilst, having one single, over-arching monitoring system, reaps huge benefits for the security teams – improving ease-of-use, response times and efficiency.

The Future

Following the smooth and successful deployment of Pinnacle, the benefits of centralizing critical systems became evident to the broader ZSL team. Installation of Pinnacle has already commenced at Whipsnade Zoo to add fire alarm monitoring to complement a CCTV upgrade project for the zoo. Plans are now underway to expand the system by integrating alarms from the building management system (BMS), lift alarms, disabled refuge alerts, and in the future, temperature monitoring to safeguard animal welfare within their enclosures.

“The Pinnacle team have been a pleasure to work with, they have been supportive throughout the project, the system is user friendly and with support from our security partner Amulet for install, the project has certainly been a success! I’m excited to continue working with Pinnacle as we take on the rest of the ZSL project utilising this unique one platform approach.”

Kelly Wessell

Security and Resilience Manager

London and Whipsnade Zoo



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About Pinnacle

Pinnacle is an open integration platform that is reaching new heights within the security market. Just because security systems are complex, doesn't mean they have to be complicated to use. Our mission has been to build an open, multisite integration system in the electronic security market with a centralised fault management platform that is truly versatile, adaptable, and effective.

We are the leading provider of a truly vendor-agnostic platform that started life in the security domain, but has steadily expanded to allow integrations across different sectors - connecting data and CCTV images for improved analysis that will, in turn, drive greater efficiencies in the modern world.

Let's integrate! To book a demo or get in touch, here's how:

info@pinnacle-systems.com

Pinnacle Systems, No. 1 Glasshouse - 1LG1, Alderley Park, Alderley Edge, Cheshire, SK10 4TG

Pinnacle is based in the United Kingdom. For more information, visit www.pinnacle-systems.com



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