

## SUPPLIER SPOTLIGHT

In association with **Honeywell**

# Systems to ensure safety and security

As the detection of 'traditional' criminal threats are increasingly joined by concerns surrounding cybercrime, Honeywell is creating an ecosystem of safety and security capable of future-proofing the car retail sector.

While Honeywell Commercial Security's business leader for Europe, Frédéric Haegeman, told AM that its technology's breadth of capabilities can be tailored to any retailer's individual needs, he was keen to highlight the flexibility and the sheer scope of its potential applications.

Laser sensors, motion sensors, loiter sensors, cameras that can detect smoke movement to identify fire hazards and now artificial intelligence (AI) and facial recognition which can track a customer's journey through a sprawling car showroom or offer assistance with COVID-19 social distancing, are all in its state-of-the-art toolkit.

"Of course, the priority is to create a security ecosystem that can protect a business and give staff a sense of safety when working at a site where the value of the stock is very high," said Haegeman.

"The intelligence of our systems gives that absolute assurance, with state-of-the-art AI



“  
THE  
QUALITY  
OF THE  
SYSTEMS AND THE  
USER EXPERIENCE  
IS OF THE UTMOST  
IMPORTANCE TO US

FRÉDÉRIC HAEGEMAN

technology and the creation of a single-view, cloud-based platform which can deliver alerts.

"We can even manage social distancing by determining how many people should be in a certain area at any given time, which way they travel through a showroom and if they are using the correct entrance and exit routes.

"All of these things are now possible – and more – but our systems can be tailored to any business demands and upgraded as needed. That's why the site assessments and expertise of our trained installers is so important, you don't want to see a customer that has asked for a private jet getting an A380."

Already implemented by top AM100 car retail groups including Williams Group and Swansway, Honeywell's security and fire detection systems are installed by a network of more than 500 highly-qualified 'Honeywell Security Partners' across the UK.

While Haegeman insists that Honeywell's systems are "not the most expensive" in the sector, he said they have become popular with premium clients in the automotive and wider retail sector.

### HONEYWELL ACADEMY TRAINING

He attributes this to the reassurance of quality delivered by a requirement for installation by professionals who have gained training from the Honeywell Academy, a classroom-based and remote learning resource which keeps installers up to date with the technical demands of its state-of-the-art offering.

Haegeman said: "You won't find our systems for sale on an e-commerce site or buy them off the shelf. Their capabilities mean they must be installed by trained professionals who can ensure they are working as they should and that our clients get the most from them.

"The quality of the systems and the user experience is of the utmost importance to us."

Honeywell's latest MAXPRO Cloud system harnesses the potential of its Industry Gold-standard Galaxy intrusion system via a cloud-based platform which negates the need for physical servers, extensive cabling or a dedicated PC on which to run the system or control access and fobs – significantly reducing costs.

To ensure the security of its cloud-based system, Honeywell employs the same encryption technology used to maintain the highest levels of data security for online banking.

Haegeman said that, while cybercrime is an ongoing threat, AI advances had been the biggest challenge for Honeywell's team of developers in recent years, but he said that the rewards are significant.

"As well as the uses that COVID has brought about, AI delivers data which can be used to analyse footfall or customer movements around a retail space to see how effective a certain display is, for example," he said.

"It can also be used to track certain movements and assist in finding new efficiencies in a workshop."

T: 01928 378005 E: [securityuk@honeywell.com](mailto:securityuk@honeywell.com) W: [security.honeywell.com/uk](http://security.honeywell.com/uk)



When Williams Group developed its new £42m, 14.5-acre Trafford City BMW/MINI and Jaguar Land Rover (JLR) dealership complex in 2019 it turned to Honeywell's systems to ensure its security and safety.

It was installed by Nu Fire and Security, which had previously installed Honeywell's ADPRO CCTV systems for Williams' dealerships and continues to manage the security for all the group's franchises across the north-west.

Williams' system incorporates access control for the dealerships' various doors and barriers, CCTV and intruder detection systems, all controlled by Honeywell's MAXPRO Cloud solution, enabling the group to interrogate and control the system themselves, and to easily manage the addition or removal of authorised personnel from the system via the cloud.

### FACIAL RECOGNITION

With 120 cameras across the site, the system also allows Williams employees to identify potential customers via facial recognition and track their movement around a showroom space, allowing images to be handed to sales staff so they can locate the visitor having identified their interest.

Williams Group's IT manager, Stephen Ainscough, said: "Moving to an integrated

cloud-based system has introduced a whole new level of efficiency to our operations.

"It's not only enhanced the way in which we manage security and access throughout the site but is also improving the business intelligence we can leverage from deploying analytics within the system."

Swansway's demands for a cost-effective security solution delivering protection against both fire and intrusion, for its new vehicle storage facility in Crewe, were met by Honeywell's ADPRO FastTrace 2E system.

Also installed by Nu Fire and Security across Swansway's wider 24-site retail operation, the system can be accessed on employees' mobile phones.

When an intruder is identified, a high-quality Quad image is transmitted within seconds in a time-stamped data packet, displaying to a remote monitoring centre or mobile handset, allowing operators to see exactly what is happening and take the appropriate action.

The system uses infrared (IR) IP network high definition low-light cameras which

allow lowlight working and is backed by an uninterruptible power supply (UPS) backup.

The ADPRO solution can also operate via 3G connection, which will allow for redundancy should the ADSL lines fail.

Swansway Group director, David Smyth, said: "ADPRO is exactly what we were looking for – a reliable, accredited, cost-effective multi-site security system that can be monitored remotely."

### VISIT THE WEBSITE

Haegeman suggested the best first port of call for a car retail business looking to install a security system should be the Honeywell website where a local Honeywell Security Partner could be identified.

He said skilled installers would identify a business's specific needs and, hopefully, begin a relationship which might not only provide significant piece of mind from a safety and security point-of-view, but "open the door to new levels of efficiency and operational improvements" that Honeywell's systems could help leverage.

**ADPRO  
SWANSWAY  
GROUP  
PERIMETER  
PROTECTION**

MULTI-SITE PERIMETER  
PROTECTION AND  
FIRE DETECTION  
SOLUTION

Visit: [security.honeywell.com/uk](http://security.honeywell.com/uk)



Honeywell

**SWANSWAY**  
caring • honest • proud

**Williams**

**nu**  
firesecuritylimited