

THE OPEN UNIVERSITY

Nationwide fire alarm maintenance contract streamlines administration, optimises resources and reduces costs while enhancing safety and efficiency.

Case Study



With more than **174,000** students enrolled, The Open University (OU) is the largest academic institution in the United Kingdom by student number, and qualifies as one of the world's largest universities.

The majority of the OU's undergraduate students principally study off-campus. There is also a number of full-time postgraduate research students based on the 48-hectare university campus at Walton Hall, Milton Keynes, along with more than **1,000** members of academic and research staff and over **2,500** administrative, operational and support staff.

The University administration is based at Milton Keynes, but has two Regional Centres in England and National offices in Scotland (Edinburgh), Northern Ireland (Belfast), Wales (Cardiff) and a sub office in Southern Ireland (Dublin). There is also a Warehouse and Distribution Centre at Wellingborough.

Project Overview

The National Campus Fire Alarm & Detection Systems Maintenance Contract covers the 45 buildings on the Open University's main campus at Milton Keynes and 6 additional buildings in major cities across the UK.

The contract for the main site has been in place for several years for main site but replaced a number of agreements with other suppliers across the country when the agreement became national. This has delivered significant benefits to the Open University in terms of operational efficiency, safety, purchasing, inventory and resource optimisation.

Customer Objectives

- Enhance the integrity of the fire alarm and detection systems.
- Streamline the maintenance programme and ensure a consistency of approach across the entire estate.
- Rationalise the systems used across the estate to increase purchasing power and to optimise inventory and training requirements.
- Ensure a robust reporting function for maintenance records, required system updates, events and alarms.
- Minimise the number of false alarms and unnecessary fire brigade call-outs.

The Honeywell Solution

- Used a site-based technician for planned preventative maintenance and incoming faults at the Milton Keynes campus, Honeywell's nationwide engineer network to provide a quarterly maintenance and call-out service for the regional offices.
- Regular download of the entire system into VigilSite, providing the Open University with maintenance reports, information on the thousands of detectors in the system and facilitating planned preventative maintenance.
- Loaded the Walton Hall Campus system onto WinMAG, providing a graphical view of the entire system from a single PC. This enables easy location of a fire in an emergency and allows rapid decision making through event-based control of devices. The same system is used for fault signalling, false alarm event analysis, remote disablement of panels being worked on and central management of routine activity.
- Commissioned replacement parts sold and installed by third parties.
- Introduced procedures designed to reduce the number of unnecessary fire service call-outs, including pager alarm messaging to relevant on-site personnel to enable swift visual checks of specific alarm events.

Honeywell reduced the number of systems requiring service and maintenance at Milton Keynes by upgrading the entire campus to Gent Vigilon.



Business Outcomes

- Rationalising the number of systems in operation increases the purchasing power of the Open University, streamlines the spares inventory, simplifies maintenance programmes and reduces the amount of training required by the University's maintenance team. As a result, the maintenance programme is more efficient and more cost-effective - helping to minimise operational costs.
- Using WinMAG to monitor and control the entire system enables the team to respond faster to a fire or a fault, enhancing occupant safety while minimising unnecessary disturbance or emergency service call-outs.
- Using VigilSite enables the University to manage the maintenance programme, to anticipate possible issues, to prioritise required works and to budget accordingly.



“Ensuring the safety of everybody who uses the Open University’s facilities at Milton Keynes and elsewhere is of paramount importance to us. The efficient, effective and responsive fire alarm maintenance service delivered by Honeywell across the country helps us to achieve this. We are very pleased to have Honeywell as part of our team.”

Derek Mitchell, `
National M&E Manager at The Open University

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