case study

The Sage Gateshead

A state-of-the-art entertainment facility, The Sage Gateshead wanted to optimise the security and safety of its visitors and staff without detriment to their enjoyment of the facility. It sought a fully integrated security and life safety management solution front and back stage – at the lowest cost to install. Honeywell technology fitted the bill.

Honeywell

Integrated fire and security solution
Integrated Fire and Security Solution

THE CUSTOMER
The Sage Gateshead is a £70 million state-of-the-art entertainment facility designed to culturally rejuvenate Tyneside in the North East of England. It comprises seven buildings under one spectacular curved roof. As well as being the home base for the Northern Sinfonia Orchestra and Folkworks, the complex houses concert halls, a music school and a music information centre. Glass fronted walkways and foyers link the different zones and overlook Gateshead Quays, Newcastle Quayside and the River Tyne.

Opened in 2004, more than 500,000 visitors a year are expected to use the Centre to make, listen to and learn music. They occupy the complex for more than 16 hours a day, seven days a week.

THE ISSUE
The customer, Gateshead Council wanted to optimise the security and safety of its visitors and staff without detriment to ambience. It sought to reduce risk with a fully integrated security and life safety management solution front and back stage – at the lowest cost to install.

It specified integrated technology on the basis that it would support on-time project delivery and thereafter, simplify on-going technical support and maintenance. Strict UK life safety and fire regulations also needed to be met.

THE HONEYWELL SOLUTION
The Honeywell solution comprises an integrated security and life safety management solution. It pulls all real-time data pertaining to smoke and fire detection, access control, intruder detection, closed circuit television (CCTV) surveillance and Public Address Voice Announcement (PAVA) into one integrated platform – Honeywell Enterprise Buildings Integrator™ (EBI). The different building management functions are viewed through one operator interface – a single PC screen. This provides a ‘complete picture’ which, in turn, ensures swift, informed decision-making in response to untoward events.

It also reduces unwanted alarms and unnecessary evacuation. Operators can investigate an alert by means of CCTV camera before deciding whether or not to take action. In the event of a bonafide incident, the appropriate security measures automatically kick-in.

Honeywell’s open technology also supports integration with third-party systems. Should smoke be detected, for example, this capability ensures that appropriate action is taken to damp down/contain the fire. At the same time it triggers the (Honeywell) public address system and automates access control to enable safe evacuation.

A tamper-proof audit trail records incident history and, in the unusual event of a delayed operator response, on screen prompts list appropriate actions in response to assigned priorities.

As well as project managing, installing and commissioning the integrated technology, Honeywell engineers trained Music Centre staff to operate the EBI system. Honeywell engineers also carry out routine maintenance.

THE BUSINESS BENEFITS
The Honeywell solution delivers early warning, relevant information and the ability to control the environment. It gives The Sage Gateshead the technical intelligence to effect a swift and appropriate response to an emergency. Security and safety is optimised; likewise public enjoyment of this massive investment.

Single sourcing from Honeywell supported on-time project completion. With the Centre fully operational, integration of the security and life safety management functions delivers performance improvement and cost reduction across a complex, multi-purpose site. It also empowers staff and lifts productivity.

Automated controls also reduce risk of human error. Honeywell technology provides a comprehensive incident and crisis management tool. Not only can operators view the status of system conditions and automate actions in real-time, they can issue commands to mitigate detrimental impact upon the business.

BUSINESS BENEFITS
- Early warning
- Comprehensive incident and crisis management tool
- Productivity gain
- Cost reduction
- Satisfies fire and safety regulations
- Risk mitigation
- Single sourcing