

ESTORIL APPLIES DIEBOLD ENTERPRISE SECURITY



ESPIRITO SANTO

Estoril applies Diebold Enterprise Security solutions for building tenant safety and convenience.

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With its clean lines, striking blue glass and a 28-story arch in the center of its façade, the Espirito Santo Plaza makes a statement on the Miami, Fla., skyline. When building owner Estoril, Inc. set out to develop this mixed-use facility, the company envisioned a luxury space with exceptional aesthetics and amenities, from its architectural and interior design to its impressive security system. Recognizing that the plaza's security system needed to be held to the same high standards as its décor, Estoril hired commercial market security systems integration leader Diebold Enterprise Security Systems, to design and deploy a state-of-the-art security infrastructure, as well as installation and IT support for the C•CURE® product.

Diebold chose powerful brands from Tyco Fire & Security that included closed-circuit television (CCTV), an American Dynamics Intellex® digital video management system (DVMS) and a Software House C•CURE® 800/8000 access control system for monitoring, access control and event management, as well as access control/photo identification cards for use throughout the complex.



SECURITY

Estoril required a system that would provide security access and monitoring to its tenant base and its hotel and condominium customers.

The Espirito Santo accommodates retail stores, restaurants, more than 300,000 square feet of office space, a five-story tenant building, Espirito Santo Bank, the 225,000-square-foot Conrad Hilton Hotel and 116 residential units a condominium complex. A 12-story parking structure for nearly 1,000 cars, topped by a fully equipped health facility featuring tennis courts and a tropical outdoor pool also occupies the site.

As the building's owner and developer, Estoril, Inc. faced the challenging task of ensuring the highest level of security and convenience to tenants and employees of its multipurpose facility. Estoril required a system that would provide security access and monitoring to its tenant base and its hotel and condominium customers. It also sought solutions that coordinated the parking manager's monthly fees and monitored garage entrances and valet areas without imposing traffic slowdowns or pileups.

2 "Our primary security concern was the safety of our tenants and the visitors to the building," said Joseph Senker, director of operations for Estoril, Inc. "We needed to monitor and control entry to specific areas of the building, such as residential condominiums, shipping and receiving and the parking facility. We also wanted to issue identification cards for building tenants and support staff in order to easily recognize people authorized to occupy or visit the building."

Who should lead the charge?

Estoril needed a security expert to work alongside in a new design and construction environment, and provide expertise on sophisticated systems integration. Estoril selected Diebold and design consultants, Kohn Pedersen FoxKohn, Petersen, and Fox, to develop a security system that aligned well with the building's architectural design. Diebold then selected Tyco Fire & Security based on the breadth of the company's offerings, which included Software House and American Dynamics, and technical know-how to easily integrate with other systems.

Integration: The key to success

Tasked with providing an integrated system that is global to all users and entities, yet appears as several independent systems, the security team engaged in a multiphase approach.



Diebold linked the Software House C•CURE 800/8000 access control and alarm monitoring system with the Conrad Hotel's guest registry software. To produce integrated control key cards to allow users to access building entry, rooms, parking garages, elevators and offices, proximity card readers were installed at specific entry points to the main building tower to provide convenient after-hours access to building tenants. Estoril staff manages the distribution of access card photo ID badging for tenants.

With a valid building access card, tenants can enjoy the use of the parking structure by presenting their cards to readers at the parking entry gates. Upon card recognition, the entry gate will open and tenants proceed to park.

As part of the access control solution, Estoril included card readers in several banks of elevators that service the 36-story tower. Hotel guests use insert card readers, while building tenants who are granted clearance to specific floors, configured by C•CURE 800/8000, use proximity card readers.

During implementation, Diebold established two command centers for system monitoring and alarm response.

"The bidirectional serial interface, which is native to the C•CURE product, is a great feature as it allowed us to integrate the C•CURE system to other peripheral devices, such as parking systems, fire alarm, etc.," said Isac Tabib, vice president, technology and IT services, Diebold Enterprise Security Systems. "Estoril is also able to benefit from the integration of the American Dynamics Intellex digital video management system. For example, if a door is held open in any part of the building, the associated video would automatically 'pop-up' onto the security monitoring computer while being recorded."

Impact on security professionals

During implementation, Diebold established two command centers for system monitoring and alarm response. Security staff at Estoril can now:

- monitor cameras located throughout public spaces and other building systems, such as the building management and fire control systems;
- tightly integrate and manage all elements of the security system — including CCTV cameras, photo ID badging, elevator controls, parking gates, hotel and building access readers;
- provide a connection to the fire alarm for drop out / fail safe devices to disengage locks upon fire alarm activation or power loss;
- include integration to an emergency intercom system in the elevator lobbies of each level of the parking structure.

After hours, the security officer can simply log into C•CURE 800/8000 from home to lock and unlock particular doors for hotel or building guests.

"The Software House and American Dynamics products are ideal for our needs," Senker said. "C•CURE 800/8000 is feature-rich, with important capabilities like advanced event monitoring and surveillance camera integration. We issue cards easily, manage the opening and closing of the building automatically and monitor the system remotely. It's easy to produce reports about alarm events, system users, the card holder database and a host of other data we use to help manage the building."

The integration between the CCTV and the access control solution allows remote monitoring of alarms and system administration. "C•CURE 800/8000 enables us to utilize our manpower much more effectively and ensures consistent operation," Senker said. "The level of integration truly helps our security team do their jobs better."

Video footage available on demand

The Intellex DVMS backs up video footage in a digitally compressed format, along with alarm event information to Intellex DVMS. Estoril's security staff uses a feature within the C•CURE 800/8000 to view clips from live or recorded video on demand at any designated workstation on the network.

"The integration between Intellex and C•CURE 800/8000 has made building management really easy and convenient for all levels of management," Senker said. "The video capture is very helpful at identifying issues. And we believe the access control and CCTV provides a great deterrent to crime."

Parking gates — establishing a presence

Estoril needed a certain control of the parking facility but didn't want to manage the parking business. To address these concerns, Diebold designed a system at the garage entrances that enables tenants to use their single-access card to gain admittance while providing automated tracking and usage reports to the parking manager, hotel and the base building. As a result, Estoril can outsource parking management while maintaining vigilant security. Estoril can also coordinate the parking fee collection for tenants and hotel guests because of links that create connectivity between the card readers and the parking revenue control system.

"Diebold provides an intricate level of integration, making it easy to use the base building security access card to gain entry to the paid parking garage. The system works very well, providing the hotel, base building, tenants and parking company the information necessary to bill properly and keep traffic moving," Senker said.

Building tenants now enjoy the convenience of a single card when they park their vehicles and enter buildings, office spaces or residential floors. In addition, registered hotel guests can use their room key cards to gain access to the parking garage, and since the C•CURE 800/8000 system connects to hotel billing; guests' parking fees appear on their hotel bills.

"Tenants have valid concerns about protecting their employees and their assets," Senker said. "Moving into a building with this sophisticated electronic security system, guard services and a security conscious management team provides our tenants peace of mind. The Software House and American Dynamics technology from Tyco Fire & Security is highly dependable and available 24/7. With this integrated system and support from Diebold, our tenants gain versatility and the highest security available."

Infrastructure provides added benefits

Diebold provides security of shared areas and the facility perimeter and parking lot of the Espirito Santo Complex. In addition, tenants who want extra security within their individual offices can work directly with the Estoril security team because the security and communications infrastructure is flexible in design. Tenants can tap the building-wide security system when implementing their own security solutions. For example, they can install card readers and cameras in their spaces, then choose to either have their security controlled through Estoril's central monitoring area or specifically within their individual office space.

Conclusion

Since implementing the multifaceted security system, the Espirito Santo Plaza remains a Miami hot spot. Tenants have freedom to move throughout the building, while businesses are assured of security. Concurrently, security professionals responsible for managing the entire plaza can maintain a visible security presence and have little to no incidences to report.

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Contact Information:
Diebold, Incorporated
Global Security Division
818 Mulberry Rd. SE
Canton, OH 44707

E-mail: globalsecurity@diebold.com
www.dieboldsecurity.com

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