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Case Study

CAMPUS WIDE INTEGRATED SECURITY SYSTEM



Client Overview

Our client is one of the largest enforcement agency in Malaysia and needed the highest level of maintenance support for their campus wide security systems. With constant security threat and break-in attempts by unwanted parties , there is really no room for any systems downtime.

There are currently over 11,000 pieces of various equipment and components that needs to be up and running within the campus wide security systems. Other components of the systems includes an integrated building management and security system connected within a distributed architecture.

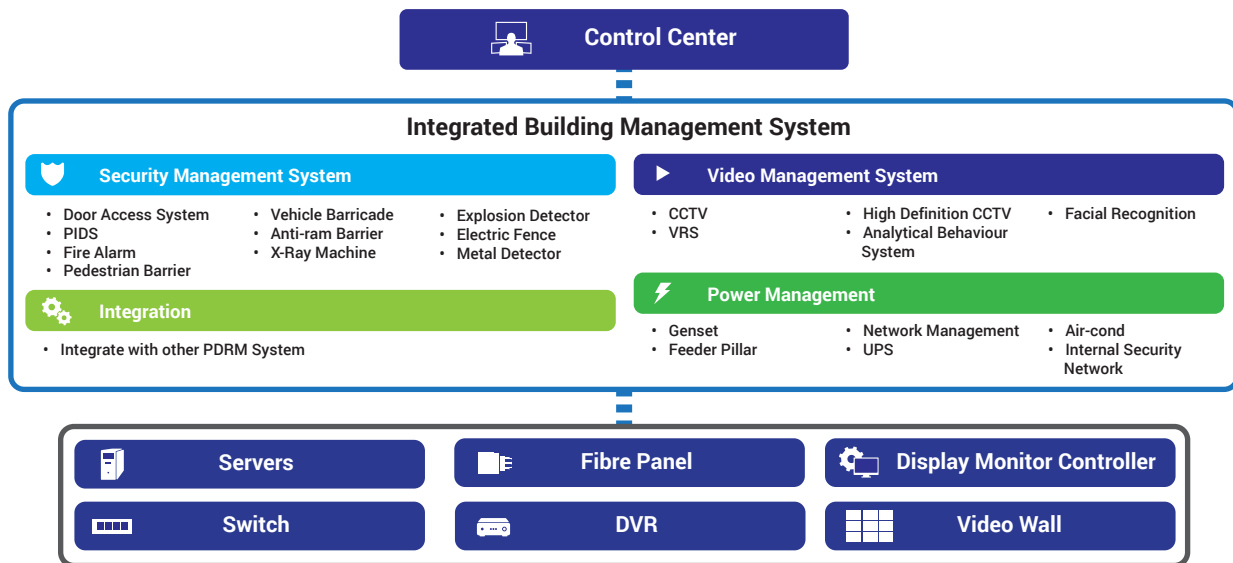
This architecture allows users to combine different security system's components and energy management components (light, HVAC, elevators) of any scale, such as surveillance systems, access controls, fire alarm systems, IP telephony, digital signage, intelligent light management and others.

Challenges

One of the biggest challenge is to ensure that the complete system is up and running 24 X 7 while these equipment and components are of different brand and age. Discontinued parts and long lead time requires frequent interim design and solutions.

Some of the camera poles are alongside the 11KV Power Fence and turning off the power fence is not an option, making the work environment physically more hazardous.

Solution



Support:

In total, we have resolved over 1,000 cases for our client in the span of 24 months, and we proudly maintain an overall system uptime of 99.8% with an average resolution time less than 4 hours. This also includes engineering improvement to the current equipment and systems.

Service Report & Review Process

Through our own developed Customer Service Management System (CRM) – TamTamCRM, we generate various types of service reports for Corrective and Preventive Maintenance, together with Service Level Agreement (SLA) Performance Indexes, which we present monthly to higher management of our customer for review.

Capabilities in Repair/Rework

Our expertise in repair and rework services extends across a range of systems.

- Electric Power Fence
- Backup Power Generator Engine
- High Capacity UPS
- Radioactive Equipment
- Fire Alarm System
- Door/Barrier Card Access System
- Fiber Optic
- CCTV

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