

Aviva

Johnson Controls Ensures Aviva's Premium Security



Project overview

Global insurance company, Aviva, is a longstanding customer of Johnson Controls and a perfect example of scalable solutions that meet the needs of a national business. As a large national company, Aviva require security service and maintenance of multiple sites across the UK.

With 63 sites to maintain, an effective and responsive maintenance framework was of critical importance to Aviva when selecting a security provider. For this reason they choose Johnson Controls, who is able to meet these requirements throughout its network of 1,300 engineers, situated across 21 local offices.

Product and services applications

- Fire
- Access control
- CCTV
- Intruder alarms
- Security operations
- System upgrades

Customer needs

Aviva drew on Johnson Controls's expert team, when it sold its RAC division, creating the challenge of maintaining and upgrading the security of a shared property located in Manchester.

The two businesses' security systems needed to be segregated in order to comply with FSA regulations surrounding data protection. A strict one month deadline for work completion was put in place to reduce any potential downtime or disruption to business. With multiple sites across the UK, Aviva requires an efficient and streamlined security and support process team. Johnson Controls is able to provide this thanks to its nationwide support network. Johnson Controls's team of engineers are constantly connected while on the road via PDA's, receiving job updates and requirements in real time, enabling the Johnson Controls team to respond rapidly to any jobs.

"Johnson Controls has a longstanding relationship with Aviva, providing round the clock effective security operations", said John White, Johnson Controls Sales Director – Key Accounts. "The re-fitting of the Manchester branch is just one example where Johnson Controls has completed complex upgrades to a strict deadline and around the individual needs of a business."

“Johnson Controls has been with us every step of the way providing security operations, upgrades and seamless transitions between sites”

Paul Pyrke, Security Systems Managing Consultant, Aviva

Johnson Controls solution

Johnson Controls met these challenges head-on, mobilising an installation workforce of engineers who worked out-of-hours to ensure business continuity and guarantee that the installation was completed on schedule, to the tight deadline of two weeks. In order to accomplish this, Johnson Controls managed the challenge of maintaining existing security protocols while the important upgrade work was completed. This was achieved by maintaining two security systems in tandem while the upgrades were completed meaning at no point during the re-fit was security compromised.

Johnson Controls continues to provide Aviva with a full suite of security solutions across its Manchester building; including fire, access control, CCTV and intruder alarms, all integrated on one focal platform allowing for highly effective monitoring. As part of Johnson Controls's full service, routine checks on intruder alarms are carried out twice a year, with annual maintenance of access control and CCTV. 24 hour reactive response service is on hand, with an engineer ready to respond to, and resolve, intruder call-outs within 4 hours. This ensures no disruptions to security for Aviva and the highest standards of protection each and every day.

Aviva's longstanding relationship with Johnson Controls is built on trust and quality of service which is provided by local installation engineers and security managers, situated in Norwich, and on a national basis through Johnson Controls's nationwide sites.

Paul Pyrke, security systems managing consultant, Aviva said; “Having one point of contact for our entire national account has streamlined avenues of communication and ensured more efficient operations across the board. Johnson Controls has been with us every step of the way, providing security operations, upgrades and seamless transitions between sites.”

For further information or advice, call: **0800 804 6227**

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