Rail / Light Rail Solutions

ScotRail CCTV Platform Upgrade

The Challenge

ScotRail needed to replace its CCTV control systems with an up-to-date digital platform.

Platform had to handle the transition to IP seamlessly and without the need for a full – and disruptive – infrastructure upgrade.

Work had to be carried out while all equipment and assets remained operational to keep people moving.

- Passengers and staff safety a priority
- One of the largest CCTV networks in the UK
- Efficient flow of 97 million passengers annually

"Johnson Controls is helping us build a security capability fit for the 21st century – a security capability that puts our customers first. We're delighted with the work Johnson Controls has done and are looking forward to building on these foundations as we continually improve our customer service."

Graham Fisken, ScotRail Project Manager

Solutions

Phase 1: Renovated CCTV system in customer service centre by installing American Dynamics Victor security management platform.

Phase 2: Designed the setup for and installed American Dynamics Video Edge hybrid network video recorder units in stations.

- Replaced existing analogue video recorders in 279 stations
- Ran effective trial to ensure operations remained uninterrupted during works
- Expanded capacity of existing CCTV cameras to allow for additional IP cameras to be added in the future

Results

A new enhanced control infrastructure and a consolidated, optimised command centre setup.

ScotRail now has a more accurate, more cost-effective and more technologically advanced solution for the ultimate in future-proof safety and security.

- 342 Network Video Recorders upgraded – on time and on budget – in just four months – with no downtime
- Fewer, more efficient IP devices has reduced carbon footprints by 75 percent at the operations centre and 55 percent at stations
- National Rail Customer Service Award for ScotRail customer service centre following upgrade works

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