



SECURITY IN A LUXURY HOTEL

“Home away from home”. This pledge that has a lot to do with security. At the Dolder Grand, security is not a luxury, but a requirement. In order to ensure that the alarm system also functions effectively, the tradition-steeped hotel has chosen an alarm system solution from ATT.

After a four year renovation period, Zurich's Hotel Dolder Grand was reopened in 2008. Under the supervision of London's star architect, Lord Norman Foster, a synthesis of traditional and modern elements emerged. The Dolder Grand has been epitomising hospitality since 1899.

HOTEL SECURITY

When we think of security at a hotel, we perhaps think of bodyguards who are tasked with keeping illustrious guests safe. For the security that takes place behind the scenes, it's all about the functions of the building services systems, thefts and break-ins, fire prevention or medical emergencies. This in particular is where a functional and efficient alarm management system is required.

INITIAL SITUATION AT THE DOLDER GRAND

The original integrated alarm system was outdated. It was too complex to operate and maintain. The aim of a comprehensive tender was primarily to reduce the complexity and simplify the processes. Alarms from the building management system and medical alarms should both be able to be displayed in one system. Patrick Stäheli, Director of Engineering at the Dolder Grand, is responsible for all technical systems. Together with his team, it was his job to procure and implement the new alarm system solution. We wanted to learn more from him about the background to the project.

ADVANTAGES FOR THE DOLDER GRAND

- Open and scalable system architecture
- High flexibility, independent of location and system
- Simpler alarm processes
- Only a consistent, compact system remains
- Cheaper and simpler to maintain

WHAT EXPECTATIONS DID YOU HAVE FROM THIS PROJECT?

Our top priority was reducing complexity and increasing stability and availability. We wanted the system to be easy to handle and able to process both building management systems and personal medical alarms. At the same time the building evacuation process also needed to function flawlessly in the event of a fire. It needed to function simply under any circumstances and at any time.

WHAT WAS THE EXACT PROJECT SCOPE?

The project primarily dealt with the following areas:

- Integration of the existing building management system
- Replacement of the existing fire detection system
- Replacement of the existing evacuation system
- First responder alarms for medical emergencies

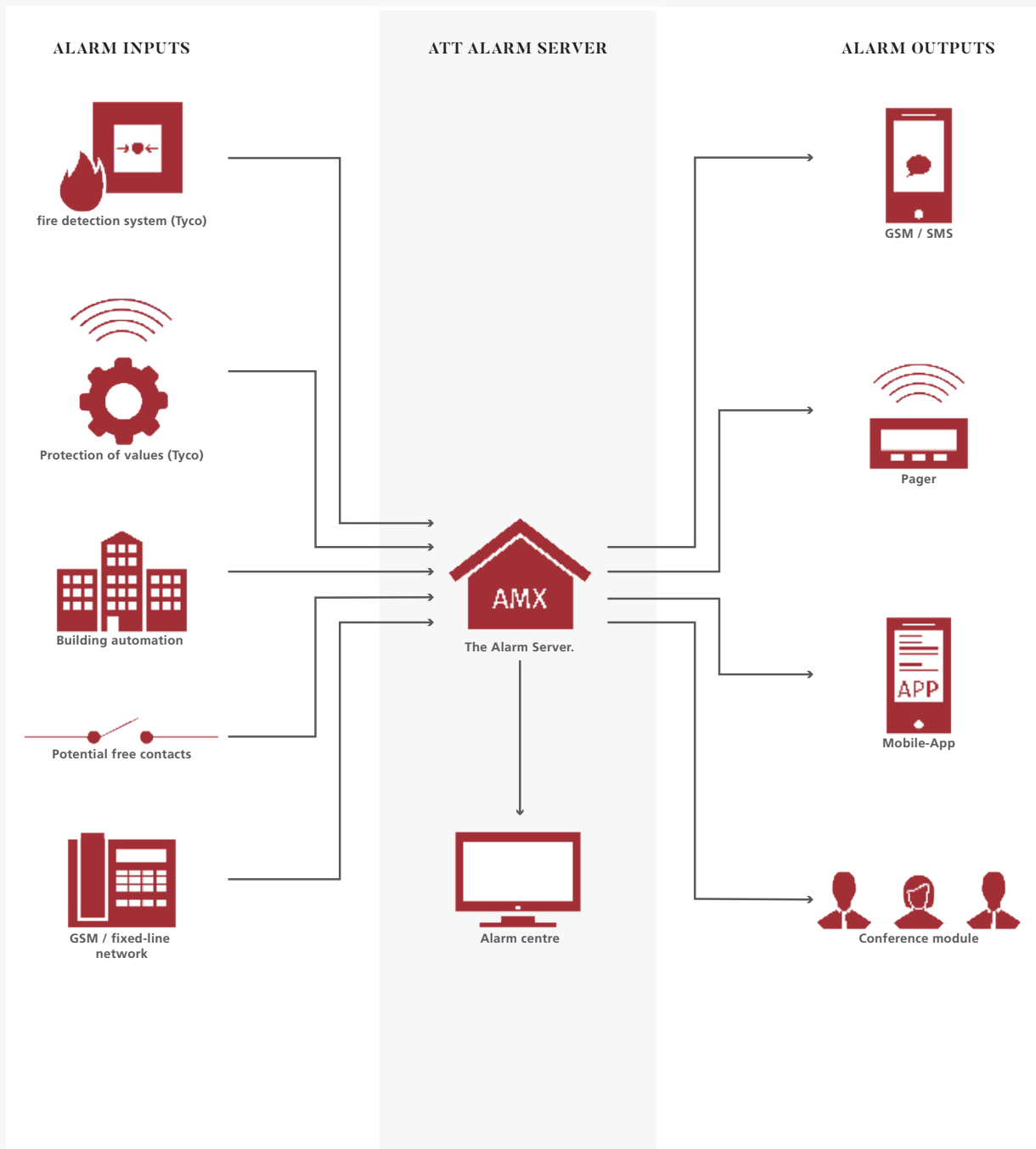
WHAT WAS PARTICULARLY CHALLENGING ABOUT THE PROJECT?

The detailed description of the technical specifications was missing. We simply accepted the functionalities and processes which existed in the old environment as a given and we assumed that this starting point was clear for everyone. This then led

“THE AMX ALARM SYSTEM SOLUTION FUNCTIONS SMOOTHLY AND SECURELY – IT DOESN'T NEED ANY MORE OR LESS THAN WHAT IT ALREADY HAS.”

Patrick Stäheli, Director of Engineering

THE DOLDER GRAND



to a few misunderstandings within the project, which we had to correct. The definition of the OPC (OLE for process control) was likewise slightly more complex than was originally thought.

WHY DID YOU OPT FOR AN ATT SOLUTION?

When compared with different systems, it was the modularity and versatility of the ATT AMX solution that convinced us. The compactness and simple handling were also important factors in the decision-making process, alongside the proximity to the company and the price-performance ratio. In general we also like to buy a product with a "Swissness appeal" if possible. The short distances and immediate impact then often make things easier during day-to-day operations.

HAS THE PROJECT SINCE BEEN COMPLETED OR ARE YOU ALREADY PLANNING MORE PHASES OF EXPANSION?

After an initial intensive optimisation process, the project is complete for the moment. During the initial excitement we set an alarm for too many events. This caused the sensitivity to an alarm to decrease. The persons involved then suddenly stopped reacting to alarms, which was obviously not the intention of the inventor. Since then the system has become well established and is running smoothly.

SOLUTION APPLIED

- Monitor surveillance/control of the interface alarms
- Real time monitor – surveillance of all events in progress
- Integration of fire alarm system and building management system
- Alarm signal as a phone call and in the alarm app for smartphones
- Logging of the "first responder calls"
- Reporting of the alarms