



System Integration

Alarm Centralisation, Estate Management and IoT Networks



Ensuring the security, safety and smooth operation of a large, complex premises is a challenge. There are often multiple automated systems, IoT devices, teams and individuals which, although spread out across a sizeable area, must communicate to work effectively. With so many data points and processes, administration can be a significant drain on resources.

Through the intelligent use of technology, it's possible to bring all of these data points together and create a bespoke, integrated system for managing a facility or property, large or small. This may include internal communications, centralised alarm monitoring and response, and IoT device management – improving processes, increasing efficiency, reducing effort and saving money.

Our system integration solutions are suitable for any complex commercial or public property, including:

- Airports
- Train stations
- Shopping centres
- University campuses
- Warehouses
- Industrial facilities
- Large corporate offices
- Hotels



Our technology can bring together many different devices into a single integrated system for site management, including CCTV, fire alarms, staff safety systems, robotics and smartphones.

Estate Management



Estate management made easy

Our solution can provide effortless communication across teams and with central management through telephony, apps, SMS and more. It is ideal for security teams, maintenance teams, and keeping in touch with various stakeholders – such as individual stores in a large retail space. We can ensure that the message, whether it's a safety alert, CCTV footage, or a utilities query, always reaches its recipient and is actioned quickly.

Keep tenants in touch

By providing tenants with touchscreens or tablets running Multitone's bespoke software, you can give tenants the ability to contact various teams, including management, security or maintenance, at the touch of a button.

Complete oversight at all times

Multitone i-Message sits at the heart of our estate management solutions, connecting together your web of critical systems and devices. i-Message logs all activity to make all of your processes fully auditable, and displays all of your information in real time on an intuitive interface, to help you manage and monitor even the largest, most complex properties. Via this interface you will be able to message and forward files, including images and CCTV video, to everyone on the system.

An array of devices

Our software is device agnostic, so our estate management solution can encompass existing devices, including smartphones running Android or iOS, as well as introducing new hardware. With a mixture of touchscreens, tablets, smartwatches and smartphones, operating across Wi-Fi and cellular networks, all your teams and tenants will have the information they need at their fingertips whether they are static or mobile.



Case Study:

Canary Wharf Group

As well as being home to a number of major international banks and corporations, London's Canary Wharf financial district also offers five shopping malls with over 300 retailers. These include high-end fashion outlets, banks, bars and restaurants. In total, Canary Wharf has 16.5 million square feet of office, retail and leisure space. The mixture of public areas, storage facilities, private staff-only areas and various amenities in Canary Wharf's malls inevitably means it has complex operational needs.

Multitone provide a fully integrated solution to communicate essential information between management, employees and tenants and to co-ordinate responses to shoplifting, security alerts or even to manage an emergency situation or evacuation.

The Estate Alert interface, which has been supplied to each tenant, facilitates messaging and file sharing. Tenants can share opening times, make maintenance requests or call for security using the seamless touchscreen interface. Security teams use smart devices, including watches, to communicate and send and receive media. A real-time map board shows facility management the location of any alarms, maintaining complete situational awareness at all times.



Alarm Centralisation



Complete visibility and rapid response

A property or facility can have a wide range of alarm systems and devices with alert functionality, from ubiquitous fire alarms and smoke detectors to the sensors in automated machines on production lines. These alarms are crucial for maintaining a safe workplace as well as a high level of productivity. However, alarms are undeniably disruptive, and the quicker an alarm can be investigated and addressed, the sooner normal operations can resume.

By centralising your alarm systems into a single management interface, you are able to maintain complete visibility of all your alarm systems in real time, dispatching staff to investigate either manually or automatically as quickly as possible. Additionally, you will be able to judge the severity of a situation at a glance - for example, should multiple smoke alarms trigger at once in a cluster, you will be certain that it is a real emergency and know where to direct firefighters.

Alarm systems which can be managed include:

- Fire alarms and smoke detectors
- Gas alarms
- Security systems
- Personal safety alarms
- Temperature sensors

Key features

- Maintain a full, real-time operational overview of all your alarmed systems
- Automate alert and alarm delivery to first responders
- Target the individual and not the device for intelligent message delivery
- Escalate alarm notifications, so that the next person or team is notified if the first should fail to respond
- Resend notifications or send follow up messages to all or a sub-set of recipients
- Broadcast messages to almost any communications device, including desktop alerts
- Mitigate the risk of loss to your business through the intelligent management of critical alarms and events, with automated voice, text, email, and push notifications for staff, segregated by geography, department or shift
- The solution will log alarms and the response from staff, with a time stamp and user ID; making the system fully auditable

Industry 4.0



Full connectivity, maximum productivity

Businesses across a wide range of industries are looking at how automation technologies can reduce costs and improve productivity. But no system can be entirely autonomous: it is vital that people have oversight of the data which is transmitted across the IoT network, so that they can review and improve processes, allocate resources, identify problems and carry out repairs.

Multitone's IoT integration solution harnesses the data produced across your devices and displays them in an interface that allows you to monitor everything in real time. As soon as a problem occurs, the system will flag this to the administrators. However, the journey does not end at this central hub. The Multitone solution can then forward these alerts automatically, with rich data, to relevant personnel via their devices; smartphones, smartwatches, tablets and IoT-enabled pagers. This expedites action to restore the autonomous system to full function, and minimises the amount of administrative work required from staff.

This system is ideal for:

- Automated production lines
- Industrial operations, such as petrochemical plants or distilleries
- Automated warehouses



Expand your IoT networks



Make your estates or facilities safer and more efficient

As well as unifying management of your IoT devices, centralising your alarm systems and establishing quick and easy communications between your digital systems, members of staff, tenants and customers, Multitone can plug-in systems of our own to enhance things even further.

Asset tracking and management

With BLE and RFID tags attached to your equipment and a series of wirelessly connected sensors, you can look up the location of virtually any piece of equipment and use our software to manage any workflow associated with it.

Learn more:

multitone.com/solutions/asset-management-system

Personal safety alarms with auto-location

Across a large site, it's possible that staff could sustain an injury and be left unnoticed and unable to call for help. For publicly accessible facilities, staff could also be subjected to threats or physical violence. Our EkoTek staff safety system provides discrete personal safety alarms that transmit alarm location directly to designated responders via a central hub. Like other safety systems, this can be integrated into your centralised alarm board.

Learn more:

multitone.com/solutions/staff-safety-and-lone-worker

Dedicated corporate communications app

A key part of the puzzle when building an integrated system for IoT technologies is linking internet-connected devices and their data with members of staff via their own portable devices. While Multitone's integration platform can contact staff by text, email, pre-recorded voice message and pager, the most powerful way to connect with your employees is with the Multitone messaging app, which works in perfect harmony with all Multitone's other solutions. A dedicated corporate messaging app, it combines the best possible security features with a clearly defined, business-only contact list, the ability to share a multitude of files, high-priority override functions, and much more.

Learn more:

multitone.com/solutions/messenger-app



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