



## Case Study: Air Products

As a leading global supplier of chemical products, services and solutions, \$9-billion company Air Products wanted to appoint a trusted partner to ensure the successful roll-out of a new security solution across Europe.

### Security challenge

Air Products serves customers in technology, energy, healthcare and industrial markets worldwide with a unique portfolio of atmospheric gases, process and specialty gases, performance materials and chemical intermediates.

Following the successful implementation of an earlier security solution at 15 UK sites, Air Products needed a single partner to manage the roll out of security upgrades to 25 sites across 8 countries in mainland Europe. All the sites are operating facilities with live process systems, significant large vehicle traffic and, often, thousands of cylinder movements.

Key criteria for the role included the technical competence to address diverse security requirements across multiple sites with minimum disruption; the capability to handle different supplier relationships at a local level; and an excellent safety record.

The UK programme had combined an integrated CCTV, access control, intruder and intercom solution with remote management. During the UK implementation, Reliance High-Tech maintained an exemplary health and safety record equating to over 14,000 hours of site activity without incident. With stringent safety compliance required across all of Air Products' European sites, this was a decisive factor in the appointment.

### Our solution

Reliance High-Tech was engaged to manage strategic partners throughout Europe with overall responsibility for delivery of the £multi-million project within a demanding timeframe.

The varied nature of Air Products' sites demanded a flexible approach. From the outset, Reliance High-Tech was viewed as a key member of the project team and involved at all stages of the project. Security Vulnerability Assessments (SVAs) were carried on each location and appropriate solutions developed, from minimising risk from theft and attack to specific consideration of hazardous areas, operational concerns and access limitations.



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The SVAs also identified opportunities to make security savings. In Spain, for example, a plan was conceived to integrate key sites within a new purpose-built management centre.

It was vital to consistently meet Air Products' global equipment and procedures standards across different site layouts. A traditional hard-wired approach would have been too disruptive and the costs prohibitive. The solution, therefore, was to design and deploy a secure wireless IP solution for all of the systems incorporating CCTV, intelligent video motion detection and access control. It was the first application of its type in mainland Europe.

#### **Benefits and results**

Over five of the higher risk sites are now managed from the purpose-built security management centre. Controlling and monitoring the systems remotely from this single location has reduced the need for manned site guarding so enabling significant savings. Reliance High-Tech worked closely with Air Products to design and implement both the hardware and the procedures and policies necessary to run the operation.

The relationship brings Air Products a range of additional benefits:

- A working partnership with a single security supplier across Europe for equipment, installation and project management has simplified its operations and proved extremely effective
- Integration and installation work is carried out with minimal disruption to normal activity
- Smooth security management of multiple activities on each site – including civils, electrical and construction – within a safe working environment that complies with strict safety standards

- Transparency on costs has reduced the time required to review each project as it was bid and greatly assisted the analysis and types of issues that typically arise during installation

- Issues such as language, logistics and support are handled seamlessly.

***“We have been very satisfied with our working partnership with Reliance High-Tech; the team has proved innovative, supportive of our safety requirements and flexible in overcoming the many obstacles that occur on complex sites and installations.”***

***John Wilson, Air Products Project Manager – European Security Upgrade***

#### **About Air Products**

The company has annual revenues of \$9 billion, operations in over 40 countries and over 20,000 employees around the globe. It operates in 15 countries throughout Europe. See [www.airproducts.co.uk](http://www.airproducts.co.uk)

#### **Reliance High-Tech Solutions**

Reliance High-Tech applies advanced technologies to design and deliver fully integrated electronic security solutions. It is part of Reliance Security Group, an established market leader that employs in excess of 12,000 people nationwide in manned security, facilities management and outsourced services.

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