

case study



Honeywell security solutions provide reassurance for Crédit Agricole Finistère head office and branches

The client

Crédit Agricole Finistère is one of 39 regional banks forming part of the French banking group Crédit Agricole. It is based in Quimper in the department of Finistère and its activities include business, commercial and private banking. Nearly one in two residents of Finistère is a customer of Crédit Agricole Finistère, that is 448 300 customers and 177 650 members. The Finistère head office has chosen video surveillance, access control and intruder and fire detection solutions from Honeywell. The bank's branches are also equipped with Honeywell video surveillance solutions.

Honeywell

Mr Lagadic, Head of Security at Crédit Agricole Finistère, is responsible for the security of property and individuals both at head office and in the branches. He shares his expert experience of the banking sector. The company CIDEL Sécurité, who carried out the installation and who will be providing maintenance and upgrades for the security system, expands on this experience through its vision for this successfully completed project.

The situation

Based in Quimper, the head office of Crédit Agricole Finistère is a building covering around 20 000 m² spread over 6 floors spread over several buildings (a main building, a call centre, a technical building and a social building) built in the 1970s. Its banking network consists of approximately 132 points of sale or agencies plus 328 cashpoints and 236 Point Vert facilities (basic banking services offered by a local retailer).

Risk prevention is a major concern for this type of banking establishment: in branches, the risks are above all those associated with malicious intent and the protection of individuals. Whereas, at head office, needs are associated largely with securing the buildings and their technical installations, the confidentiality of archives and the protection of individuals.

The solution

Initially, the Crédit Agricole head office was equipped with "ESSER by Honeywell" fire security systems following a tender, then by Honeywell access control solutions, video surveillance and intruder detection solutions from 2010 to 2013. All security management is handled centrally at head office and the viewing of video images is enabled via remote monitoring through a partner.

The advantages

- **A security system that is "open", integrated, flexible and upgradable**

Crédit Agricole had certain requirements for its security system and associated services. They wanted, among other



things, a certain flexibility in the choice of security equipment - "open" equipment but with the potential for some standardisation. "Honeywell is, in fact, a versatile manufacturer offering solutions which interface and integrate with each other, whether linked to video, access control or intruder detection", Mr Quelenec, designer and head of CIDEL in Quimper, tells us. "It was important that we were given the option of doing what we wanted with these "open" products - achieved with the help of CIDEL and the collaboration of the manufacturer Honeywell", clarifies M. Lagadic.

The security system was also to allow integration of access control, intruder detection and Central Technical Management, particularly through the feedback of technical information and the management of access points. The HID badge reader system, which is also recognisable by other entities, was a plus, particularly with regard to time management.

The security solution chosen for the building also had to take into account the use of the alarms by recovering the existing network, transferring the alarms and enabling the technical alarms and

intruder points to be managed in the future for greater flexibility.

The Crédit Agricole head office is thus equipped with Honeywell video surveillance and access control systems. The products installed include: the PRO220 controller, around 80 OmniProx™ readers for around 1000 badge users, 75 interior/exterior (HD31PX) IP cameras and several Fusion IV NVR digital video recorders (16- and 32-track). The video protection and access control systems now interface with the intruder detection system following the renovation of the former 15-year-old system thanks to the Honeywell Galaxy® Dimension (GD-520) control panel managing more than 400 intruder detection points as well as the Honeywell fire detection system.

As for the bank's branches, "because of the renovation of the bank branch computer network, their security systems are migrating fully towards Honeywell IP video", clarifies Mr Quelenec. The Honeywell video solutions installed comprise around 40 Fusion hybrid recorders (IP and analogue - 18- and 16-track).

- **A bespoke, user-friendly access control system**

Crédit Agricole's head office requires controlled access to the back office for external staff, hence the need for an adapted security system. The control panels and Honeywell solutions are programmable in this sense. The management of access to the back office is achieved by Honeywell Galaxy TouchCenter tactile keypads with colour screens. Doors can be controlled through a choice of modes: for example, free access during the day, or the use of a badge required to gain access to the back office.

"We have never had any problems associated with equipment limitations. Honeywell's open products were able to respond to all our needs thanks to their programmable functions", states Mr Lagadic.

- **Strong local technical support and a close partnership with Honeywell**

The customer wanted the designer responsible for the maintenance and upgrading of the system to have a presence in Quimper in order for him to be able to keep a close eye on the sites and to be able to deliver the maintenance. The contract was fulfilled by CIDEL, who have a strong influence in this area. Local distribution, availability and the expertise of its technicians enabled it to respond particularly to the time constraints associated with the dates of works as well as those imposed by the bank branch opening hours (the sites were closed to the public on Mondays only).

Furthermore, the direct partnership with Honeywell meant that any negotiations carried out were always made in close three-way collaboration: the computer network and the head of security at Crédit Agricole, the CIDEL design team, the head of business, Research and Development and Honeywell technical support. Honeywell thus provides technical follow up on site. The Crédit Agricole computer service was able to install all the necessary tools, such as anti-virus software, surveillance software and firewall on the Honeywell stackers.

- **A reliable security system responding to the requirements of the insurers, the surveillance company and the regulations in force**

On the one hand, Crédit Agricole's insurers required an APSAD-certified installation, made possible by the Honeywell NF&A2P type 3-certified Galaxy Dimension. On the other hand, the installation needed to conform with national regulations associated with video surveillance (APSAD R82), as well as respond to the constraints imposed by the individual sites in line with each branch (e.g. recording). The designer therefore had to get results as part of the specification.

To conclude, Mr Lagadic, Head of Security at Crédit Agricole clarifies: "I am satisfied by the Honeywell security solution and I recommend it. I found no rubbing point as our requirements evolved. The Honeywell solution is upgradable and allowed most of our needs to be met."

Honeywell is, in fact, a versatile manufacturer offering solutions which interface and integrate with each other, whether linked to video, access control or intruder detection", Mr Quelennec, designer and head of CIDEL in Quimper, tells us."It was important that we were given the option of doing what we wanted with these "open" products – achieved with the help of CIDEL and the collaboration of the manufacturer Honeywell", clarifies M. Lagadic.



A partner of choice

CIDEL is a local company with a turnover of approximately 2.4 million in 2012 and around twenty years' experience in the security sector. This company of around 22 individuals, most of whom are technicians, is based in Rennes. Daniel Quelennec is the head of the Quimper branch (covering the geographical area 22, 29 and 56). His fields of activity cover fire detection, access control and video surveillance.

His main areas of activity are: banking (e.g. Crédit Agricole Finistère), the industrial sector (large companies), administration (e.g. town halls requiring video protection and intruder detection), and the military sector (sensitive sites near Brest – e.g. the management of explosives.) The company works in direct partnership with Honeywell Security.



The products



Galaxy Dimension GD-520 intruder alarm control panel and access control panel



Galaxy TouchCenter tactile keypad



PRO2200 Access controller



Badge readers and badges: OmniProx™ range



Fusion IV digital video recorder (16 and 32 track)



HD3 range of interior IP mini domes



Find out more:

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