

The image shows a modern glass-fronted building with the Intelnet logo prominently displayed on its facade. The logo consists of a stylized blue 'i' with a yellow and red arc above it, and the word 'intelenet' in blue lowercase letters below. A Siemens Cerberus PRO logo is overlaid on the top left of the image. The building is surrounded by palm trees and a clear blue sky.

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Intelnet Global Services decides for Cerberus PRO

Cerberus PRO allows for easy installation, commissioning and seamless integration into third-party building management systems.

In Ambattur, Chennai, Intelnet Global occupies a floor of the AMBIT IT Park. While Intelnet decided for the Cerberus PRO® fire detection system, the site also houses safety and security systems from third-party suppliers.

The project

Intelnet Global Services is a leading provider of multi-faceted business processes outsourcing (BPO) solutions to organizations across the globe. Based in India, Intelnet has 50 centers around the world that support more than 500 companies in the UK, USA, Australia and India in industries ranging from banking and finance, insurance, retail, telecom, healthcare and IT to travel and hospitality.

Intelnet constantly seeks to provide effective solutions to organizations around the globe that seek to reduce costs while consistently maintaining superior service levels. Their expertise helps to cost-effectively align practical and effective solutions with the specific outsourcing strategies and needs of their client base.

The challenge

The AMBIT IT Park was already equipped with a building management system that monitors and controls air handling units and fire alarm systems installed by different system integrators. Intelnet decided to have Cerberus PRO in their offices on the fourth floor. So an output had to be provided from the Cerberus PRO panel to the building management system and the air handling unit. Furthermore, the Siemens Solution Partner Ex-Buzz had to install and commission Cerberus PRO within a stipulated time. Another challenge was that the engineer from Ex-Buzz was new and had only attended a Cerberus PRO basic training program. More experienced engineers from Ex-Buzz were unable to come on-site.

Answers for infrastructure.



The solution

Intelnet decided for a Cerberus PRO fire detection system – including a FC722 control panel with two loops and 91 devices like OH720 multi-sensor fire detectors, OP720 smoke detectors, manual call points, etc. A Sinorix Gas suppression system, an aspirating smoke detection system and a water-based sprinkler system were also installed for comprehensive fire safety. The Mumbai-based Siemens Solution Partner Ex-Buzz easily and seamlessly integrated the solutions from Siemens with the existing third-party access control and CCTV systems. The new engineer on-site was supported remotely by an experienced colleague. The remote system access allowed competent and adequate intervention. In addition, installing and commissioning Cerberus PRO is very intuitive and efficient: for example, existing cabling can be reused and the auto-configuration function automatically configures and imports the data from all connected devices. This also ensures fire protection during the installation phase.

The benefits

The remote support enabled the engineer to finish the job and hand over the system on time – without Ex-Buzz having to send any additional engineer. This saved both the Siemens Solution Partner and his customer manpower, costs and time. "I thank the entire Siemens and Ex-Buzz team for their efforts to successfully commission the Intelnet site at Ambit IT Park Chennai adhering to the firm timelines and project requirements to their satisfaction.", said Chintu Asher, the Director of Ex-Buzz, proudly after the job was finished.

And the customer Intelnet is so satisfied with Cerberus PRO that the company already plans to install the highly reliable fire detection system in its branches in other parts of India.

Highlights

- Cerberus PRO can be installed and commissioned quickly and easily
- Less on-site visits due to remote support – increased cost efficiency
- Can be easily integrated with other third-party safety and security systems into a building management station from a different vendor

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The information in this document contains general descriptions of technical options available, which do not always have to be present in individual cases. The required features should therefore be specified in each individual case at the time of closing the contract.

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