

SECURE  
LOGIQ

CASE STUDY

# Westfield Stratford City

Secure Logiq transforms Westfield Stratford City's security with optimised storage, improved control room operations and fault tolerance.



## Project Information

**End User:** Westfield

**Region:** UK – London

**Customer Vertical:** Shopping Centres

**System Integrator:** Universal Security Systems

**Distributor:** Anixter

**Video Management Solution:** Genetec

**Camera Manufacturer:** Axis/Panasonic

**Integrations:** Lenel OnGuard, Zenitel, LDAP

**Products:** Surveillance Servers, Management Servers, Operator Workstations, Video Wall Machines

## BACKGROUND

Located in Stratford, London, United Kingdom, Westfield Stratford City stands as one of the largest urban shopping centres in Europe, serving as a bustling hub of commerce and leisure. With over 1 million weekly visitors flocking to its doors, the centre sprawls across 1.9 million square feet of retail space, offering a diverse array of shops, dining options, and entertainment venues, including cinemas, hotels, and casinos. Its strategic location adjacent to the Queen Elizabeth Olympic Park, once the epicentre of the 2012 Summer Olympics and now a venue for numerous major events, further amplifies its significance as a cultural and commercial landmark.

Westfield Stratford City's immense size and popularity underscore the critical need for extensive security measures. As a magnet for millions of visitors each week, the centre's bustling corridors and vibrant atmosphere present a unique set of security challenges. The sheer volume of foot traffic, coupled with the diverse array of amenities and attractions, heightens the risk of security incidents ranging from petty theft to more serious threats.

## The Challenge

Westfield Stratford City faced a challenge with their existing server estate nearing end-of-life status. The infrastructure consisted of 32 servers of various technologies and sizes, accumulated over time as the site expanded, leading to inefficiencies and increased operational costs.



The existing client hardware and software limitations hindered the concurrent viewing capacity of cameras in the control room. With only a fraction of the cameras accessible simultaneously and a maximum of 32 HD cameras per client position, monitoring capabilities were significantly constrained, impacting overall security effectiveness.



Prior to the upgrade, the management server layer lacked fault tolerance, posing a risk of downtime for Westfield's CCTV and access control system. The absence of redundancy left the infrastructure vulnerable to potential disruptions, compromising the security and operational continuity of the shopping centre.



## The Solution

Secure Logiq provided innovative solutions for Westfield, optimising storage servers, enhancing control room operations and ensuring fault tolerance:

- **Optimised Storage Servers**

Secure Logiq's design centred on high-density storage servers, reducing the server count to 10 and significantly minimizing rack space to 40U. This optimisation resulted in a significant reduction in power consumption to just 2,870W and heat output to 9,792BTU, generating substantial cost savings of £53,480 in energy costs over the warranty period, which could reach up to £100,000 when considering cooling expenses.

- **Enhanced Control Room Operations**

Following the server upgrade, Secure Logiq identified opportunities to improve control room operations. By addressing existing hardware and software limitations, they quadrupled the number of camera streams per client position, from 32 to 128 cameras per client position. This enhancement significantly enhanced monitoring capabilities and operational efficiency.

- **Fault Tolerance Implementation**

In the latest upgrade, Secure Logiq added fault tolerance to the management server layer, ensuring a remarkable uptime guarantee of 99.999% for Westfield's CCTV and access control system. This addition further bolstered the reliability and resilience of the security infrastructure.

## Ensuring Operational Continuity

Fault tolerance plays a pivotal role in ensuring the uninterrupted operation of critical systems, particularly in high-traffic environments like Westfield Stratford City. By implementing fault tolerance mechanisms, such as redundant hardware and failover systems, Secure Logiq guarantees that even in the face of hardware failures or system disruptions, the CCTV and access control system remain fully operational. This proactive approach minimises the risk of downtime, safeguarding the safety and security of visitors, staff and assets within the shopping centre. Moreover, fault tolerance provides peace of mind to stakeholders, assuring them of the reliability and resilience of the security infrastructure.

## THE RESULTS

"The Secure Logiq design was completely unique as several companies had proposed to replace the system like for like, so the total cost of ownership report provided by Secure Logiq was scrutinised by our in-house teams and once approved, provided support to the business case of the upgrade and supported the approval of the project"

– **Tom Bell, Head of Security, Westfield Stratford City**



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