UNIVERSITÉ BISHOP'S UNIVERSITY

The challenge: Bishop's University was looking to modernize its security infrastructure and consolidate multiple systems under one platform, streamlining the work of its modest security team.

The solution: To accomplish this goal, the university worked with Honeywell to implement a campus-wide security system, including access control, key tracking and management, e-locks, video networks, and intrusion detection.

The results: The Honeywell system has helped make Bishop's University safer, helping to transform the university into a more attractive destination for students, faculty, and professional organizations alike. What's more, the system has done this without a corresponding increase in security personnel by allowing staff to be more effective.

Smart Campus Security Multiplies Staff Efficiency

Honeywell helps the campus security team at Bishop's University be more effective with a limited staff

Looking for a modern solution

In the highly competitive world of higher education, recruiting and retaining students and faculty is critical for success – and research shows that campus safety is an important factor in the college selection process.

The campus security team at Bishop's University, a small liberal arts institution with close to 3,000 students in southern Quebec, was trying to manage multiple security systems with different interfaces and many manual processes. This put a huge strain on security staff.

Bishop's University shares its campus with a community college, which brings another 2,000 students to campus every day. The University handles security with a lean force of 16 people, and it needed a more modern and efficient way to keep up with the demands on its security personnel.

"If only two officers are working in an evening, it's hard for them to be everywhere," says Security Systems Administrator Daniel Ramage, who oversees security systems and technologies for the University.

Ramage and his colleagues within the security services team wanted to consolidate the University's security infrastructure within a single platform, allowing staff to be more effective. They worked with Honeywell to implement a campus-wide security system, which includes key tracking and management, electronic door locks, video networks, and intrusion detection — all managed from the Honeywell Enterprise Buildings Integrator (EBI) interface.

"Honeywell's system had the best features to meet our needs," Ramage says.

Rapid response to emergencies

The Honeywell solution provides better control over who has access to campus buildings and when. Most of the doors on campus are outfitted with electronic key card readers, and the University issues key cards to students and employees.

Through the EBI platform, security personnel can access an interactive campus map that shows the real-time status of sensors and door locks in every campus building at a glance. Ramage and his colleagues can control the locks remotely and can lock them all instantly with the push of a button in the event of a lockdown.

"If a student is missing, we can call up their key card activity, so we know which building they accessed most recently," he says. "We can then look at the security camera footage we have from that location. We've actually tracked down missing students with this capability."

The Honeywell system also helps extend the presence of security personnel with remote-controlled security cameras and panic buttons located throughout the campus, as well as motion sensors and even water sensors in rooms with valuable archival materials.

"We want to know if a pipe breaks or if a room is flooding so we can respond quickly to preserve those materials," Ramage explains.

Integrating the University's security systems within a single platform has led to faster responses to all kinds of security events. The system is also enabled to provide Ramage and the security team with real-time alerts on their phones and walkie-talkies when an alarm is triggered. This has helped to significantly reduce emergency response times on campus.

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> **— Daniel Ramage, Security Systems Administrator**

Empowering staff to be more effective

Aside from improving response times, the Honeywell system also enables Bishop's University security personnel to work more effectively and efficiently – while also making processes simpler for students and employees.

Moving to electronic key cards has simplified the management and distribution of keys on campus. Physically cutting new keys whenever an employee needed access to another building was a costly and time-consuming process. Now, when faculty or staff submit a key request, they can get a new key programmed in minutes.

The electronic door lock system also helps security personnel more effectively manage lost keys. Previously, when a student reported a lost dormitory key, the university would have to call a locksmith to rekey the doors. This process cost a few hundred dollars, a charge that would be passed on to the student. Now, the university charges students only a few dollars to cancel their lost key card and issue a new one. "Our students love this convenience," Ramage notes.

Automation rules within the EBI platform make it easy for security personnel to limit or grant access to buildings for certain people or scenarios. For instance, if students have to evacuate a dormitory in the event of a fire or other emergency, they would evacuate to a campus recreational facility because Bishop's University is located in a cold-weather climate. Ramage and his colleagues were able to configure the system so that dorm supervisors can access the rec building after hours if necessary, while also immediately alerting the security team that they have entered the building due to an emergency.

The Honeywell system also allows for decentralized management of key card access. Using the EBI platform, supervisors and department heads can grant key card access for the buildings for which they are responsible. "This takes a lot of work off our shoulders and frees up security staff to engage in more important tasks," Ramage observes.

Honeywell even referred the University to a self-service solution from a third-party company, Traka, that lets contractors who need temporary access to campus buildings pick up keys for themselves. With the Traka Touch Pro electronic key cabinets, which integrate with the EBI interface, security personnel don't have to be in the office to physically hand contractors a set of keys; instead, they can leave keys for contractors inside the secure cabinets.

"We've had some big renovation projects on campus, and that has brought more contractors to our university," Ramage relays. "Now we can automate the distribution of keys to them."

Changing the culture

Implementing a campus-wide security system has made a big impact on safety management at Bishop's University. Ramage recalls that his department once received 27 reports of trouble on Halloween night. That's no longer the case.

Students and parents appreciate these changes to security, and Ramage believes they have helped to attract and retain students.

"Knowing that we've put these features in place to help safeguard our campus is reassuring for families," he says. "We've had many parents tell us during orientation week that they're happy we have a strong 24-7 security presence."

Without Honeywell's system, Ramage says, "we wouldn't be able to provide the level of security we have now. It would have required a lot more employees."

He concludes: "I can't imagine life without this system. It has been invaluable."

[1] Electronic Theses and Dissertations. Paper 4103. "Safety and Security On Campus: Student Perceptions and Influence on Enrollment", Kaitlyn Puckett, August 2022 [Accessed February 15, 2023]

Honeywell

Honeywell Building Technologies works with educational institutions around the world to help create safer, healthier, more secure, and more sustainable school buildings. Honeywell works with customers to help them foster school campuses that continuously adapt to the changing needs of students and staff while optimizing the learning experience. Honeywell solutions provide the outcomes schools need, from deterring, defending, and detecting risks to protect students and staff to creating and maintaining healthier buildings while minimizing energy consumption and helping achieve carbon reduction goals. **To learn more, visit www.honeywell.com.**

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