



# UNITED KINGDOM PASSPORT SERVICE

## SECURING STAFF, PREMISES AND INTELLECTUAL DATA

The United Kingdom Passport Service (UKPS), whose headquarters are in London Victoria SW1, is an executive agency of the Home Office at the fulcrum of government policy and strategy. In a climate where ease of passage across national borders in a shrinking world is one of today's crucial issues, the UKPS handles 5.7 million passport applications per year in delivering against its mission statement of confirming Nationality and identity, and therefore enabling passage.

The UKPS has a regional office strategy, which incorporates seven multi-storey buildings distributed throughout the British Isles. Managing such a large, disparate estate brings its own issues, not least the safety and management of 3000 staff members, together with the thousands of visitors and contractors who also enter and exit the buildings each year.

In early 2002, the UKPS began a journey on which it would see them move to implementing a campus-wide, integrated time and attendance, and access control system. The objectives of the program were to improve staff safety and building security. The UKPS was specific in its requirements for both access control and time management. A detailed specification document and tender was issued in February 2002, where the needs of the systems for both today and tomorrow were clearly set out. The ease of management and administration of the software user interface across the extensive existing IT infrastructure was paramount, and the robustness of any offering was key to any successful supplier. Proximity card readers were required for distribution to over 150 doors across the seven buildings, ensuring a safe and secure environment for staff and visitors alike, whilst at the same time preventing trespass. The system needed to provide extremely secure applications for sensitive areas, which were fully auditable and provided real-time alarms.

The tender process was detailed and complex, with G4S Technology eventually coming out on top of the twelve companies short listed. Prior to the award of contract, a rigid approval process was undertaken where both Symmetry and Plantime were tested independently by the UKPS's IT service provider. The tests were exhaustive but needless to say, both products gained the approvals they required.

"The UKPS is very satisfied with the installation of its new Security and Time Management solution from G4S Technology," said Mr. Yunus Qamar, UKPS Project Manager. "Security and safety is a major issue for us and the performance of both the Symmetry and Plantime systems confirms that we made the right decision to select G4S Technology as our security provider."

The Symmetry solution is a scalable system, capable of coping with unlimited cardholders and configurations. The software is designed, as you would expect from a Microsoft® certified partner, as a user-friendly, secure package which is easy to manage, yet includes a number of innovative and unique features. The security system is linked via a common card and database, to Plantime, the time and attendance solution provided by G4S Technology.

This flexible and sophisticated solution captures and reports upon the working hours of the UKPS staff, and helps enable legislation, such as the Working Time Directive, to be complied with.

Of the many benefits derived by UKPS from acquiring the Symmetry and Plantime systems are:



"The security of the systems confirms we made the right decision"

- Management by distributed and centrally controlled databases, shared across an existing network - this provides maximum flexibility;
- Increased security at ingress and egress points, with 'real time' alarm and event reporting - this enables an expedient response to any issue;
- One service provider – G4S Technology, to manufacture and install both systems - this minimizes service and/or support issues;
- A clear development platform to ensure that as the UKPS's requirements change and develop, they can be suitably met by G4S Technology.

The UKPS employees in London, Newport, Glasgow, Durham, Belfast, Peterborough and Liverpool, enjoy access to all of the UKPS buildings through one common ID card. Not only will the card holder be permitted or denied entry to any of those buildings dependant upon the cardholder's access rights, they are also able to use the same ID card with the Plantime Time and Attendance system. Administration is simple, so if an employee mislays their card, security is not compromised as details can be amended swiftly across the whole system. The flexibility does not end there; the G4S Technology solutions are available in Microsoft© SQL format and thus enable the simple import and export of data to other software packages.

In summary, G4S Technology and the UKPS enjoy an excellent relationship based upon mutual expectations of quality, integrity and security. Just as with the passport itself, we look forward to this continuing for many years.

The passport derives from a Sovereign's grant of safe passage, dating from as far back as the year 1414. Today, in 2004, G4S Technology and its integrated access control solution, provides that same safe passage for the UKPS's visitors and employees.

#### About G4S Technology

G4S Technology is part of G4S plc, the world's leading international security solutions group.

G4S Technology designs, manufactures, installs and maintains fully integrated building security systems, protecting everything from small offices and schools to large multi-national organisations and high security Government facilities. G4S Technology has been providing unified security solutions for over 30 years, delivering 30,000 systems across 80 countries, to mitigate risk and protect staff, premises and assets.



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