

Q-PARK CCTV SYSTEM UPGRADE

47 LOCATIONS NATIONWIDE

CLIENT
QPARK

PROJECT BACKGROUND

FRG provide parking hosts (SIA licensed security officers) at a number of Q-Park locations across the UK.

Q-Park approached FRG as a trusted security partner to support the upgrade of its existing surveillance systems across its estate.

THE PROJECT

The £500,000 investment aimed to improve the existing operational cameras with the latest technology, in addition to increasing coverage across both pedestrian and vehicle areas.

The upgrade project involved replacing 1,100 analogue cameras across 47 different locations. FRG recommended HD vandal resistant network cameras to provide high-definition quality footage which gives better image clarity with real-time recording and playback facilities.

The main focus of Q-Park's CCTV systems is to monitor activity in the pedestrian stairwells and parking areas with additional cameras being fitted to cover any previously known blind spots. FRG and Q-Park operational staff worked together to identify new areas where the provision of cameras would lead to an improvement in service to Q-Park's customers.

FRG also worked with Q-Parks IT department to securely distribute the cameras across their WAN (wide area network) for centralised management and playback by Q-Parks 24/7 Customer Service Team.

ABOUT THE CLIENT

Q-Park stands for Quality in Parking and is known for high quality, secure, clean, and well-managed parking facilities across Europe.

Q-Park has over 15m customers across the UK and Ireland and locations in all the major towns and cities nationwide.



THE CHALLENGES

The CCTV installation had to take place in a live environment with zero disruption to Q-Parks daily operations.

FRG coordinated works with Q-Parks management teams to ensure that works were planned in line with all operational and health and safety requirements.

THE RESULTS

FRG successfully upgraded the 1,100 cameras across a fully scheduled eight month period with no impact on the day to day operations at Q-Park's facilities.



"We are delighted to be able to further improve the safety and security measures that we have to keep our customers safe. We are proud to lead the industry in using video surveillance systems within our quality car parks."

Adam Bidder
Managing Director
Q-Park

