

# CASE STUDY



## OUR CLIENT

Our client manages a large office building in central London—a hub for numerous businesses. The building spans 7 floors, with around 1,500 people coming and going each day.

## THE BRIEF

The building's access control system was no longer fit for purpose. With such high footfall, the obsolete system was not only causing disruption and delays, it also presented a security threat.

Our client needed help urgently. Their objective was to manage access efficiently, minimise the security risk and restore the smooth running of the building.

CSG's brief was to supply and install a modern, reliable access control system to replace the outdated infrastructure.

## A modern, reliable access control system for a busy office building

### THE PROCESS

The CSG team could step in with speed and efficiently because we were already familiar with the building and its daily operations.

We began with valuable consultative advice. What would be the most cost-effective option for resolving the access control challenges right now? Which system would help our client make operational decisions for the future?

### The access control system

For this busy office building, the ideal solution was the Paxton Access Control System. It offers:

- **Real-time access management.** This allows us to monitor and manage access both on-site and remotely.
- **Movement tracking and control** to ensure that only authorised individuals enter specific areas.
- **Data insights.** The system provides detailed information—footfall statistics, building occupancy and site-wide activity patterns—which enables smart decision-making.

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# CASE STUDY: Access Control



## THE PROCESS continued...

### Monitoring and reporting

Through CSG's monitoring and weekly reporting, our client has real-time information on footfall patterns, the flow of people through the building, and whether there are any changes or specific incidents.

As a result, our client can make informed, data-driven decisions about future operations.

### Dedicated support team, 24/7 response

This contract comes with a dedicated support team—an Operations Manager and Contract Manager—who offer security expertise, insight and a steadfast commitment to exemplary service.

Moreover, CSG's in-house control room team provides 24/7 vigilance and an instant response, both day and night.

## THE RESULT

For our client, the benefits of the Paxton Access Control System became apparent immediately after installation. What's more, the new system has brought lasting improvements.

Our client now has:

- Strengthened security 24/7 with none of the disruption experienced previously.
- Seamless footfall management thanks to the ability to monitor and manage the flow of people in real time.
- Data-driven insights which allow them to assess building usage, plan for the future and make well-informed decisions to enhance the lives of their tenants.
- Peace of mind from the continuous support, 24/7 monitoring and client care provided by the CSG team.

When you're responsible for a busy office building, efficient access control is crucial. We're here to help.

For expert guidance and advice, get in touch with the CSG team or call us on **08445 610 578**.



### About Classic Services Group

With over 70 years in the security business, Classic Services Group delivers intelligent, responsive protection for commercial, industrial and public sector clients. From manned guarding and mobile patrols to access control, CCTV, and vacant property security, we provide tailored solutions backed by experience, reliability, and round-the-clock support.