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# Cerberus PRO for an ambulance service in England

Installing Cerberus PRO fire detection system in an emergency service center without interrupting operations.

An ambulance service in England needed to replace its old fire detection system – and decided for Cerberus PRO. The Siemens Solution Partner JCM Fire and Security Ltd. is responsible for planning, installing and servicing the new fire detection system.

## The project

The customer is one of the top performing ambulance services in England with two emergency operations centers that take almost 3,000 emergency 999 calls every day. In the past years, it responded to around 800,000 emergency and urgent incidents and completed 850,000 non-emergency patient journeys. The ambulance service serves a population of more than 5 million people and covers an area that is a little over 5,000 square miles. At one of their emergency operations centers, the ambulance service needed to replace the existing fire detection system because it could no longer be supported by the manufacturer or service provider.

## The challenge

An emergency operations center has to be available 24/7 and cannot be shut down to replace a fire detection system. This means that the system has to be exchanged during running operations, without disturbing the staff. In addition, an emergency operations center needs a fire detection system that is highly reliable and does not trigger false alarms. Another requirement made by the customer was that the new system is future-proof in regards of technology and serviceability. The ambulance service decided for JCM Fire and Security Ltd. because of their in-depth knowledge of the building and their careful consideration of the critical nature of the operational requirements as a “live” site.

**Answers for infrastructure.**



### The solution

The Siemens Solution Partner JCM Fire and Security Ltd. successfully replaced the old fire safety system at the emergency operations center with Cerberus® PRO. The new system comprises one FC724 control panel with two loops and around 80 analog addressable OP720 optical smoke detectors. To keep disruptions of running operations to an absolute minimum, the old system was replaced loop by loop and circuit by circuit. Additionally, existing cabling could be re-used. And the auto-configuration function of the Cerberus PRO panel further facilitated commissioning of the new system: The panel doesn't need to be re-programmed at every circuit changeover stage, but automatically configures and imports the data from all connected detectors. So the emergency operations center was fully protected at all times during system replacement.

### The benefits

"It was easy to convince the client to use Cerberus PRO. Siemens is well-known for its advanced technology and reliability, but more importantly, the client wanted assurance that the system would be in for a long time and trouble-free. Knowing that Siemens supports its products for over 20 years confirms our confidence in our partnership," commented Chris Burbridge, Director of JCM Fire and Security Ltd.

Additionally, JCM Fire and Security Ltd. found out that using the Cerberus PRO FDUL221 line tester was a big help with programming the system and fault finding before handover. "The line tester helped us enormously to locate the cable faults and even the earth faults. This would previously prove to be very difficult with other manufacturers' equipment, but was made simple and added to the efficiency of our job," stated Bradley Clarke, Managing Director at JCM Fire and Security Ltd.

### Highlights

- System replacement without interfering running operations
- Highly reliable fire detection with virtually no false alarms
- Future-proof solution with long serviceability
- Easy and time-efficient system planning, installation and commissioning

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The information in this document contains general descriptions of technical options available, which do not always have to be present in individual cases. The required features should therefore be specified in each individual case at the time of closing the contract.

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