MyTAG helps BNP Paribas deliver efficiencies at 200 Aldersgate

200 Aldersgate is one of London's landmark buildings, providing 434,000 square feet of office space and occupied daily by more than 2,500 people. BNP Paribas manage the building to provide an optimal working environment for the tenants and ensure the safety and security of everyone based there or visiting.

Managing the building and facilities services historically required many paper based processes, covering key management, security patrols, compliance checks and service partner management. In addition, modifications to the building since its completion in 1992 have resulted in a complicated layout, which people often find difficult to navigate. Alan O'Connor, Security Manager at 200 Aldersgate commented:
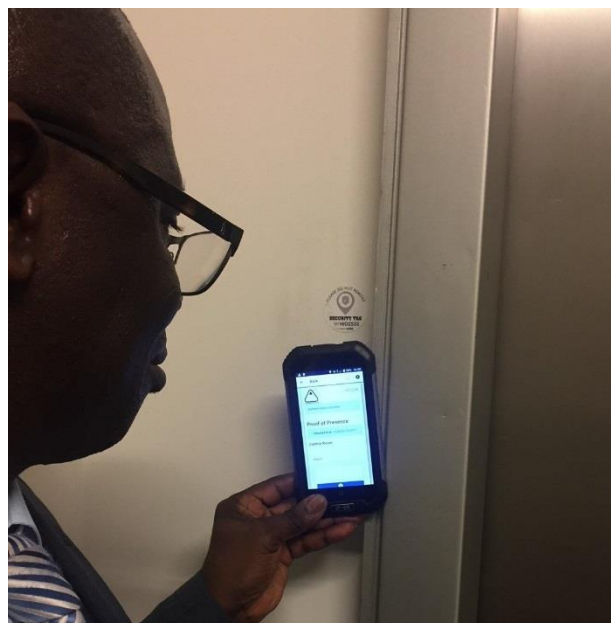
"The building has 165 fire extinguishers as well as numerous keys and escape routes so ensuring that all the necessary checks were regularly carried out, and the results recorded, was quite a challenge. It wasn't unusual for things to get missed. In addition, we were not able to prove that all security patrols were completed in full, with each floor of the building having been checked, which resulted in us sometimes being challenged by tenants."

MyTAG was installed at 200 Aldersgate in May 2016, as part of BNP Paribas' roll out of this innovative technology to its major London buildings. Today, MyTAG is supporting many of the building management processes.

Security Patrols

Trusted® tags, which cannot be copied or cloned, now define security patrol routes, and the guards tap each tag with their Near Field Communication (NFC) enabled phone. This simple tap of a tag is all that is needed to prove presence at a given checkpoint, and the records are available instantly from wherever managers are. Alan O'Connor commented: "I am now able to confirm that all the security patrols have been completed at the click of a button, which provides reassurance to tenants that all areas have been checked. The system is also proving in invaluable in understanding unusual events on the patrol routes, such as when a water leak started."

Proving Compliance with Building Regulations

Protocols and schedules have been set up in the MyTAG system to ensure that all necessary compliance check on fire extinguishers, escape routes, lifts, plant rooms and panic alarms are carried out. MyTAG Trusted® tags provide the security guard with details of the check to be carried out when he taps the tag, and the required information is then inputted into his mobile device. If anything is overdue, an alert is issued so that the problem can be immediately addressed.

Service Partner and Contractor Management

All service partner employees have a MyTAG identity card and are required to check in and out of their shift. This provides time and attendance data and allows BNP Paribas to ensure that contractual obligations are being met by their security, cleaning, engineering , reception and mail room service partners. It also provides verification that employees who are required to arrive in advance of their shift are present and allows managers to track the timekeeping of individuals.

Contractors are issued temporary passes, providing an auditable trail of the date and times they were in the building, which can be cross referenced with invoicing to ensure the correct payments are being made.

Managing Portable Assets

Managing keys with a paper based system was a time consuming process, with contractors frequently forgetting to return keys before leaving the building, and no-one realising for several days. MyTAG alerts contractors to return keys if they have not been checked back in to the system at the expected time, which has greatly reduced mislaid keys and saved significant amounts of time.

MyTAG is also helping to solve a problem with bicycles being stored in the racks for several years, without being used. All bicycles now have a tag attached, which contains details of the owner and their contact details, allowing them to be easily contacted if their bicycle needs to be moved.

MyTAG Benefits

The introduction of the secure MyTAG technology has provided BNP Paribas with oversight of its facilities management at 200 Aldersgate and helped increase efficiency and ensure compliance. The system was quick and inexpensive to install and operate, and required little training, allowing it to be fully operational in a short space of time. The cloud based system provides transparent, real-time management information with exception reporting and alerts, saving time and money and supporting the move to a paperless workplace. In addition, auditable time and attendance has ensured that payments are only made for services rendered, and that service partners are fulfilling their obligations.

Testimonials

Mikki Hayes, Operations Manager, BNP Paribas commented: "MyTAG has helped us increase the efficiency of our building management, ensure consistency of the building services and ultimately maintain the safety of building users. We can prove that our service partners are carrying out their agreed responsibilities and we are able to demonstrate compliance with regulations and standards."

Alan O'Connor added: "MyTAG allows us to prove the service that we have delivered and provides instant management oversight of our security operations, saving time. The innovative technology is intuitive to use, and the support and service from the MyTAG team has been excellent."

The Future

MyTAG's innovative technology has helped BNP Paribas ensure a safe and productive working environment for occupiers and visitors at 200 Aldersgate, and is now an important part of the building operations, with new applications planned.

MyTAG will be implemented for lost and found property, with tags on the items containing details of where and when they were found, hopefully enabling them to be reunited with their owners quickly. There are also plans to implement MyTAG Postroom and to integrate MyTAG with the tenant portal, to provide a single system for all building occupiers.

About MyTAG

MyTAG provides trusted proof of presence, security, compliance and tracking solutions to safeguard people, property and assets. The technology saves time and money, replacing outdated processes with a trusted and secure cloud based system, which cannot be copied or cloned. MyTAG combines Near Field Communication (NFC), Geo-Positioning (GPS) and HID Trusted Tags® to meet a multitude of client needs in sectors ranging from facilities management and security to retail and healthcare. To find out more, please visit www.mytag.io