



Pathfinder

IT Projects & Cybersecurity



The Client

Transport for London (TfL) with over 100 properties across the city, each with its own complex fire alarm system, comprising detectors, panic buttons and control panels.

The Project

Fire alarm engineers were visiting locations to deactivate fire detectors while builders were drilling and causing false alarms due to dust. These call-out expenses were significantly affecting TfL's facilities maintenance budget.

Key Objectives

1. Enabling **remote management** of all the client's fire systems with full call-out visibility from a single control centre.
2. Identifying incidents where an on-site visit was not required to **reduce call-out costs** and increase **operational efficiency**.

Net Result

£300k annual savings by reducing the client's dependency on expensive third-party callouts.

Project Deliverables

- **The Procurement Process:** Pathfinder managed the tender process, assessing bids, identifying the best supplier based on a matrix of key requirements.
- **The Design Team:** We identified and managed the internal project team (Facilities with IT Operations) driving supplier liaison and engagement.
- **WAN:** Managed the design of the Wide Area Network needed to connect London-wide systems to the control centre and procured the best-fit hardware.
- **Installation:** Managed installation across sites, keeping affected staff constantly informed, leading to minimal disruption.
- **Onboarding:** Designed and delivered training to all control centre staff, using feedback from staff forums.
- **Compliance:** Ensured that all approvals and safety certificates were in place.
- **From Pilot to Go-Live:** We delivered all pre-testing pilots to ensure safe launch, giving staff confidence in the solution before go-live.



".. Pathfinder were great in being able to hit the ground running with what was a complex and safety-critical technology project. They also had a good work ethic, keeping us informed of progress along the way but also coming up with solutions to problems... I'd have no problem in recommending them to anyone looking to deliver technology into their business..."

Peter Wilson - Head of Asset Management , TfL

