



**SWISS
ALARM
SOLUTIONS**

Lucerne Cantonal Bank (LUKB)

The leading Bank in Canton Lucerne



ATT AG
Unterrietstrasse 2a
CH-8152 Glattbrugg

Main: +41 44 908 60 00

E-Mail: info@attag.ch
Web: www.attag.ch

Alarming for life and technology

Security - alerting and evacuation in banking



LUKB is characterized by customer proximity and performance, making it the bank of choice for customers, employees, shareholders, and the region.

At a bank, security for people and infrastructure has traditionally been an ongoing issue. With ATT AG, Lucerne Cantonal Bank has opted for a modern, scalable system.

LUKB - The leading bank in the canton of Lucerne

Founded in 1850, LUKB is the leading bank in the canton of Lucerne with almost 300,000 customers, around 1,000 employees and 26 branches Switzerland. The main business areas are real estate financing, corporate finance, and private banking.

LUKB is also active outside the Canton of Lucerne for service concepts such as Entrepreneur Bank, Real Estate Bank and Private Banking based in Zurich.

The bank is characterized by customer proximity and performance, making it the bank of choice for customers, employees, shareholders and the region.

Initial situation

Banking has traditionally been closely linked to the issue of security, as the latter must be always guaranteed in electronic value transactions. At least as important is the protection of employees and customers when using infrastructures.

LUKB operated two separate systems for building technology and evacuation. These should be replaced before the status "End of Life" has been reached. Another goal of the comprehensive tender was to reduce system complexity and simplify processes. It should be possible to map main functionalities on one system.

We talked about the Project background with Stefan Rast.



Project Order

Stefan Rast

TELCO Application Management Frontsystems

Stefan Rast is responsible for telecommunications and front systems at LUKB. He was project manager for the procurement of the new alerting solution. We wanted to learn more about the background from him.

What was the exact scope of the Project?

- Replacement of the existing building management system - alerting and acknowledgement
- Replacement of the existing Mobicall evacuation facility
- Change from traditional connection to TVA Alcatel, to the new UCC platform from Cisco
- Connection of the ATT AMX infrastructure to our central identity system Quest
- Replacement of the existing fire alarm system (BMA)
- Replacement of the existing intrusion alarm system (EMA)
- Replacement of the existing crisis management instrument (Swisscom E Alarm)

What expectations did you have of the Project?

We had no less in mind than the requirements 100%. Third-party communication via the new Cisco UCC platform, release options different alarms should be transmitted via the internet, mobile- and landline possible.

Scalable group formation, alarm contacts and events were further project goals. In addition, we intended to keep possible automation and conference calls open after an event.

Requirements

- 01 100% achievement of project goals
- 02 One-time communication road UCC platform
- 03 Alarm triggering of various types
- 04 High scalability
- 05 Possible automation
- 06 Conference calls by event








SOLUTION

Solution Deployed

- 01 Redundant systems with (hot-hot load balancing)
- 02 Monitor Monitoring / Control Interface Alarms
- 03 Integration of fire alarm system, building management system (PRIVA), burglary
- 04 Alarm message as SMS-Inbound, SMS-Reply, Voice, PC, Popup, Mail
- 05 KATA alarm for quick alerting via web mask
- 06 Reporting of alarms






Alarm Inputs

-  Siemens fire alarm system (BMA)
-  Siemens intruder alarm system (EMA)
-  Building automation (Priva)
-  PC with web interface
-  GSM / Landline

ATT AG Alarmserver



Alarm Outputs

-  Pager
-  Mobile APP
-  Conference Module
-  Pop-up alert on desktop
-  E-Mail



Being able to meet requirements at any time

"I AM CONVINCED THAT THE AMX PLATFORM WILL ENABLE US TO SOLVE ALL EXISTING AND FUTURE REQUIREMENTS."

Stefan Rast
TELCO Application Management Frontsystems

Expectations & Insights

- 01 Expectations fulfilled overall
- 02 Project complexity somewhat underestimated
- 03 Additional meetings necessary
- 04 Processes analyzed and made simpler
- 05 Additional time required

Have your expectations been met?

Yes, in the end the expectations were met. We However, the complexity of such a Project somewhat underestimated and needed therefore one pair Meeting more than adopted.

Within the project, processes were repeatedly questioned and made even simpler. It just took time.

What were the particular challenges in the Project?

The biggest challenge was alerting or evacuation instruments in a single system map. Another specialty was the Identity-System. We wanted automatic groups and rooms and then integrate them into the alarm import.

A monthly update of all groups, events or alarm outputs and scenarios was intended.

Challenges

- 01 A system for alerting and evacuation instruments
- 02 Integration Identity-System
- 03 Automation groups and rooms
- 04 Import into the alarm system
- 05 Monthly update



Advantages for LUKB

- 01 Open and scalable system architecture
- 02 High flexibility, independent of location and system
- 03 Simpler alerting processes
- 04 Redundantes System
 - Fully integrated into new Cisco UCC platform
- 05 Only one integrated system
- 06 Cheaper and easier maintenance

Reasons for ATT AG Solution

- 01 Modularity & Versatility AMX Solution
- 02 Proactive communication on the part of ATT AG
- 03 High competence ATT AG

Why did you decide on an ATT AG Solution?

We have Us various Solutions Viewed and as is well known, all providers can always do everything. On closer inspection, however, we have found that that this is not the case. The modularity and Versatility has given us in the AMX solution from ATT AG convinced.

Finally, ATT AG convinced us above all as a company. Proactive communication and the highest level of competence were ultimately decisive.

What are the advantages of new Solution?

The system is open and so scalable that i can i am convinced that all existing and future Alarm- and evacuation incident imageand trigger to can.

The system has a redundant design, and each interface is connected with an IP-capable MOXA box. This gives us maximum flexibility and is independent of location and system.

Advantages of the new Solution

- 01 System open and scalable
- 02 Coverage for future requirements
- 03 Redundant System Design
- 04 Maximum flexibility, independent of location and system



Current Project status and future

A complex and important task of the project is implemented by means of the ATT AG solution.

Before the building technology and evacuation reached the status "End of Life", the new solution could be implemented in cooperation with ATT AG.

Current Project status

- 01 Important part of the project implemented
- 02 After last milestone, project completed
- 03 Further areas possible with ATT AG solution
- 04 After review, successive implementation

What is the Project status?

The project is not yet complete. At the moment, we are still in the process of implementing the absence circuit, which one the alerting and the signaling steers. For the time being the Project has been completed.

There are certainly areas that we could also cover with the ATT AG solution. These will now be successively reviewed and implemented in due course.