



System integration

Integration into an end-to-end system

Different disciplines and systems come together in a control center: information technology, operating processes, ergonomics, heating, ventilation and air conditioning. Integrating all these into an end-to-end system is the main challenge when converting a control center or building a new one. Round-the-clock operation is maintained when commissioning and decommissioning systems, and this requires appropriate redundancies

Integration means interfaces and interfaces mean coordination work, with all the costs and additional time this entails during the course of a project. This is why the positioning of interfaces is critical. Take systems integration as an example: When selecting interfaces, the long-term protection of your investment has top priority in the evaluation. A reduction in interfaces also saves time and money.

The sociotechnical system of an emergency call center is different from that of a monitoring station: A monitoring station surveils processes, an emergency call center responds to events. This has to be factored in when integrating the different disciplines. Various principles – such as free seating (i.e. all functions can be performed at all workstations) – need to be constantly reviewed. Operational specifications are continually compared against the current project status, and any modifications and adjustments are communicated in line with the change management framework.

The advantages for you

Under the motto “The people affected are the people involved”, we hold workshops with you to discuss requirements and together look for the best possible solution. Getting employees from the different disciplines on board is the key to a project’s success. Experience shows that if this is done, no or only a few subsequent improvements will be necessary after completion of the project. A 24/7 facility designed to maintain its value over the long term and operated by motivated employees is a guarantee of a long service life and substantial value creation.

Conrom’s expertise

As technical planner, Conrom produces environments that support and promote work procedures and employee interaction. This is a challenge that runs like a thread through the entire conversion or new-build project.

- The successful integration of the various disciplines and systems is crucial.
- A reduction in interfaces saves time and money.
- The environment must support and promote work procedures and interaction.
- When it comes to systems integration, experience makes the difference – and Conrom has it.

Contact

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