

# LINK CCTV SYSTEMS **BROCHURE**



 **0800 470 1991**  
 **service@linkcctv.co.uk**  
 **www.linkcctv.co.uk**



A new PTZ camera installed for The Liberty Shopping Centre.  
*Romford - June 2023*

# CONTENTS

4-5	<b>UNIQUE BY DESIGN™</b>
6	<b>COMPANY CULTURE</b>
7	<b>DESIGN AND INSTALLATION</b>
8	<b>REACTIVE SERVICE, SMART PPM AND LIFECYCLE MANAGEMENT WITH LINK'S AREA SERVICE MANAGER TEAM</b>
8	<b>AREA SERVICE MANAGER (ASM)</b>
9	<b>2022 IN NUMBERS</b>
10-11	<b>CLIENT SURVEY</b>
12	<b>LINK'S SMART PPM</b>
13	<b>LIFECYCLE AND BUDGET PLANNING</b>
14	<b>LINK AND PROTEAN A SUCCESSFUL MANAGEMENT RELATIONSHIP</b>
15	<b>THE OPERATIONS SUPPORT TEAM</b>
16	<b>LINK'S TRAINING AND APPRENTICESHIP PROGRAMME</b>
17	<b>SOCIAL IMPACT</b>
18	<b>LINK'S CLIENTS</b>
19	<b>LINK'S ACCREDITATIONS AND PARTNERSHIPS</b>
19	<b>AWARD NOMINATIONS</b>
20-21	<b>THE FACTS</b>
22	<b>PAST PROJECTS CHELMSFORD CITY COUNCIL</b>
23	<b>PAST PROJECTS FORTNUM &amp; MASON</b>
24	<b>PAST PROJECTS MIDSUMMER SHOPPING CENTRE</b>
25	<b>PAST PROJECTS MANCHESTER ARNDALE</b>
26	<b>PAST PROJECTS BLUEWATER SHOPPING CENTRE</b>
27	<b>PAST PROJECTS EPPING FOREST DISTRICT COUNCIL</b>
28	<b>PAST PROJECTS THE LIBERTY SHOPPING CENTRE</b>
29	<b>PAST PROJECTS VICTORIA CENTRE</b>
30	<b>CONTACT</b>

Link CCTV Systems design, install and maintain premium integrated security systems spanning **CCTV, Access Control, Gate and Barrier** systems, **Intruder Alarms, Intercoms** and **Fibre Optic Networking** for clients throughout the UK.

Their clients include: corporations, schools and universities, retail parks, and distribution centres, along with specialising in high-profile shopping centres and council networks.

With over **500 sites** nationally, and representing over **25% of the UK retail market**, Link CCTV Systems lead the field in service and maintenance with a **95% first fix rate**.

And what better way to articulate Link's mission statement, **'Unique by Design™'**, than the succession planning that has both proven and markedly enhanced the continuity of the company's dynamic culture.

In just fourteen years, **Ryan Mitchinson** and **Samantha Clark**, Managing Director and Operations Director respectively, have worked their way up from junior positions to the actual running of the business.

Exceeding all performance expectations both financially and technically, they have navigated **Link CCTV Systems** to become one of the UK's most recognised security system integrators.

## LINK CCTV SYSTEMS SENIOR TEAM



**RYAN MITCHINSON**  
Managing Director



**SAMANTHA CLARK**  
Operations Director



**DAN WILDE**  
Northern Engineering Manager



**DRUE HARDING**  
Southern Engineering Manager



**STEVE SMITH**  
Contracts Director



**BRADLEY SMITH**  
Commercial Manager



**RICHARD WALFORD**  
Community Manager



**JODIE JENKINS**  
Key Accounts Support & SR



**ZARINA KOYA**  
Operations Manager



**LLOYD BRISCOE**  
Compliance Manager



**CHRIS BOWER**  
Technical IT Manager





# UNIQUE BY DESIGN™

The company's mission statement best describes Link's approach to every aspect of its business activities. Axiomatically, from the company's trust derives the following talent structure:



- **Transparency in system design**
- **Visualisation with CAD and video technology**
- **Supply, installation and commissioning of CCTV**
- **Access Control**
- **Gates and Barriers**
- **Structured Cabling**
- **Complimentary electronic paraphernalia**

all of which contrive to make up a sophisticated integrated security system.

After installation and commissioning, a service preventative maintenance (**SMART PPM**), and lifecycle management programme will follow a successful installation.

All these activities are supported by a highly efficient 24/7 customer support team, who coordinate all activities at the very heart of Link's business.



All aspects of Link's business conform to **NSI Gold, ISO 9001, ISO 14001 and ISO 45001 standards.**

Client agreed and Link's own internal QMS KPI's are audited annually to maintain the highest operational and delivery standards.

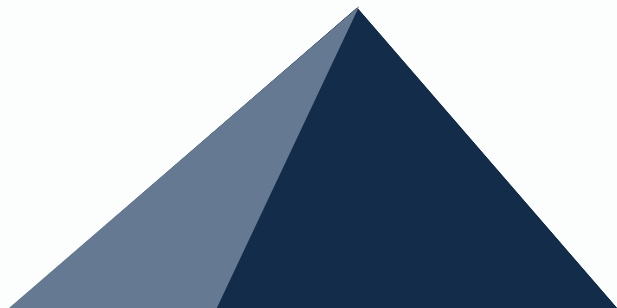




# COMPANY CULTURE

By turning the conventional company 'pyramid' structure and management style on its head, Link have created a far more responsive and efficient company structure.

This has been achieved by empowering the company's team to respond to their client's demands through the development of trust and embracing responsibility - all with a clear understanding of the role they play in delivering the company's high standards of service to exacting KPI's.





# DESIGN AND INSTALLATION

All of Link's system designers and Project Management team have come up 'through the ranks'.

As a consequence, all have an in-depth knowledge of historic, current and emerging technology that includes **structured cabling, network design and management**.

Consideration is made for infrastructure capacity, compatibility and suitability for long-term service.

System redundancy is built in to a lifecycle programme initiated in the conclusion of a successful installation. This guarantees the **future proofing, longevity** and **flexibility** to incorporate future emerging technology.

A Link designer will listen carefully to each client's requirements before interpreting them into a CAD and schematic solution. This then allows scope for a design that can be reviewed into a budget for both a fixed cost term rental programme or capital purchase option.

All installations and commissioning are carried out by Link's own engineering team. Each team member is experienced in all aspects of device, structured cabling and network installation. This ensures **integrity** and **efficiency** at every stage of the successful implementation and mobilisation of a project.

# REACTIVE SERVICE, SMART PPM AND LIFECYCLE MANAGEMENT WITH LINK'S **AREA SERVICE MANAGER TEAM**

Link's unique '**90 Minute Rule™**' underpins the performance and efficiency of the company's service delivery commitment. The company ensures that no customer is further than **90 minutes** driving time from their designated ASM's operating base.

This allows Link's ASM to meet the company's agreed service level agreement, as well as enhancing Link's ability to uphold its commitment to the reduction of their carbon footprint.

This unique and responsive engineering aspect of Link is a self-determined role with complete responsibility and accountability to the Link senior management team and their customer/client portfolio.

Each Link **ASM** has a defined geographical area within the UK, based on the '**90 Minute Rule™**'.

The **ASM** undertakes all aspects of customer support including **Reactive Service, SMART PPM, Lifecycle Management** and oversees relationships for the portfolio of clients within their area.

A business is best judged not by what goes right, but their response, communication and speed of recovery when something goes wrong. An **ASM** has budgetary responsibility, decision capability and support from Link's wealth of engineering knowledge and experience.

## AREA SERVICE MANAGER (ASM)

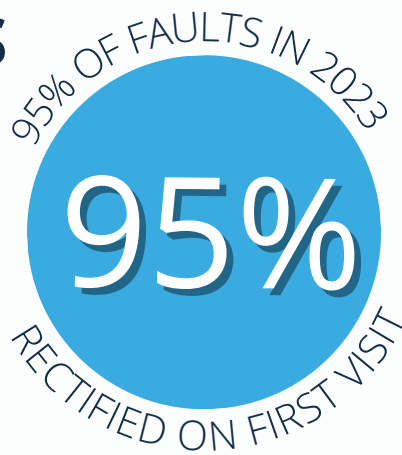




# LINK CCTV SYSTEMS'

## 2023 IN NUMBERS

-  **3344** call-outs logged
-  **3172** faults fixed on first visit
-  **3212** jobs attended within the SLA



## COMPARISON TO PREVIOUS YEARS

	2021	2022	2023
Call-outs logged	2932	3391	3344
Faults fixed on first visit	2690	3194	3172
Jobs attended within the SLA	2816	3264	3212
First fix rate	92%	94%	95%

# CLIENT SURVEY

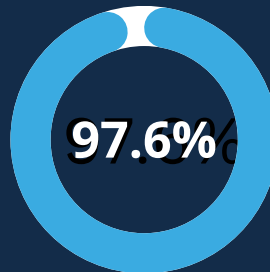
Throughout 2023, Link invited clients to take part in a survey to help understand how their clients feel about their service and what they do well (and not so well).

The feedback provided (from **86 clients**) was vital and results from the survey were shared throughout the company, as Link continuously look for ways to improve.

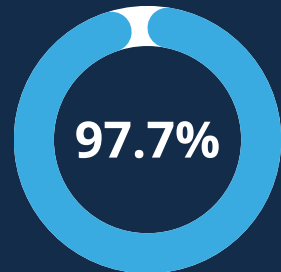
Clients were asked to rate certain areas of Link's service out of 5 (5 being very good, 1 being very poor). See right for the results.



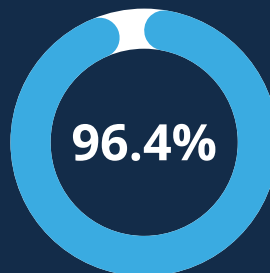
## RESULTS



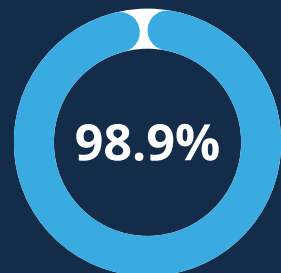
of Link's clients rated their **service** to be at least **4/5**



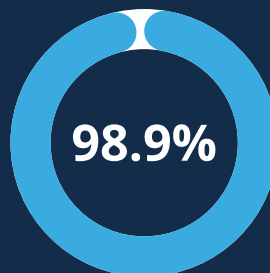
of Link's clients rated their **communication** to be at least **4/5**



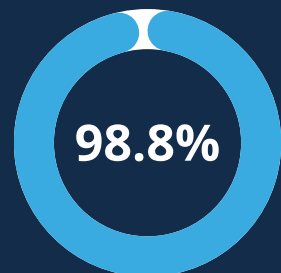
of Link's clients rated their **cleanliness** to be at least **4/5**



of Link's clients rated their **professionalism** to be at least **4/5**



of Link's clients rated their **responsiveness** to be at least **4/5**



would **recommend** Link CCTV Systems to another business.

# CLIENT SURVEY **FEEDBACK**

Below are some examples of the feedback Link received from the client survey.

"Excellent / timely upgrade."

"On every visit the engineers are brilliant."

"Excellent customer service."

"Keep up the good work...  
comment from a happy  
customer."

"Regularly, our ASM always goes above and beyond and is fully committed to making sure that both our CCTV and security systems work to the very best of their ability. I have known for our ASM to be onsite until the early hours of the morning just to get the job done. His commitment is unchallenged and the quality of work delivered is exceptional."

"Every time they come to site the guys are very professional."

"Brilliant service!"

"I have always been extremely happy with Link CCTV in all departments."

"We really enjoy working with the entire Link team, excellent company."

"Our regular technician always goes beyond his duties to make sure I am satisfied and is always on call with advice when I have any technical problems."

"Great service at all times."

"The support is second-to-none."

"The feedback on completion of each job by an engineers is very detailed with recommendations."



## LINK'S **SMART PPM**

Following a system inspection by the ASM, a meeting is arranged with each client in their portfolio to discuss the **performance** of both **system** and **ASM support**.

Essentially, this covers requirements for adding or replacement parts, and a review of the systems lifecycle programme which would have been set up at the commencement of the service, either from an inherited system or an existing system post successful installation. As a consequence of this discussion, a **PPM** programme will be planned and carried out and a budget recommended for the following years expenditure.



# LIFECYCLE AND BUDGET PLANNING

Either during a **SMART PPM** or as an additional meeting, the ASM will listen to the customer's appraisal of the security system performance to-date. Often joined by a lifecycle team member, approval of the **lifecycle programme** will be put in place at the commencement of the service programme.

Typically, a lifecycle programme will cover a 5-year period and details the items that may need upgrading or replacing during the system's expected operational lifetime. Targets for performance, additions and replacements will be set, to allow clients to set **budgets** for the following year.



# LINK AND PROTEAN A SUCCESSFUL MANAGEMENT RELATIONSHIP

Protean  
Software

A busy reactive service and installation business needs a robust and reliable KPI based specialised software management system.

**Protean** are one of the UK's leading software solution companies.

Partnering with Protean has proved so successful that in 2013, Link chose to extend this software package to manage all aspects of the company's business.

The features of this product incorporate:

- **The tracking of all reactive servicing**
- **SMART PPMs**
- **Stock and spares management**
- **Small works**
- **Billing**
- **Accounts**

Moreover, a fundamental capability of Protean includes the complete tracking programme for an installation in terms of stock, returns and performance criteria.

Protean allows the Link team to generate specific reports to monitor performance and responses that make up the company's SLA programme. This system ensures that the Link team are on top of their activities on a real-time basis.





# THE OPERATIONS SUPPORT TEAM

Each of the company's ASM team has a dedicated operations support team member, who helps in **organising** and **scheduling** the ASM's work load.

This involves:

- **Handling reactive calls from Link's clients**
- **Ensuring the 24hr/4hr SLA response times are met**
- **Booking SMART PPM's**
- **Preparing quotations, and most importantly**
- **Providing a familiar contact and communication between the Link customer, ASM, and the company's resources**

# LINK'S TRAINING AND APPRENTICESHIP PROGRAMME

Link continues to operate a **trainee engineer programme** which feeds through talent to the installation and service support teams.

Over **40%** of the company's current engineering team came through this scheme, which includes external academic and manufacturers courses with recognised qualifications.

Proof of the success of this programme is the **'Link Awards'**, where employees win accolades voted for by their colleagues.

Below you will see the 2023 winners of the **'Most Improved Award'**, **'Engineer of the Year Award'** and **'Continued Excellence Award'**, **'Best Newcomer Award'** and **'Support Staff of the Year Award'** respectively.





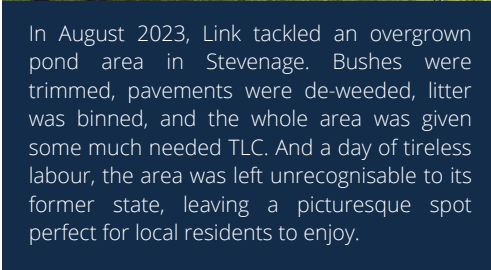
# SOCIAL IMPACT

Link CCTV Systems are passionate about supporting eco-friendly, safe and more secure environments, evidenced by their contribution to local projects and charities, and continued support to causes that benefit all socio-economic environments. Link are dedicated to corporate responsibility and consistently review an annual budget for sponsorships and funding to local and domestic causes.



## Yorkshire 3 Peaks Challenge

In September 2022, Link completed the Yorkshire 3 Peaks Challenge and raised £2,237 for the British Heart Foundation. The challenge, which must be completed within 12 hours, involves a 24 mile walk, 5200ft of ascent in the Yorkshire Dales and was completed by the Link Team in 10 hours.



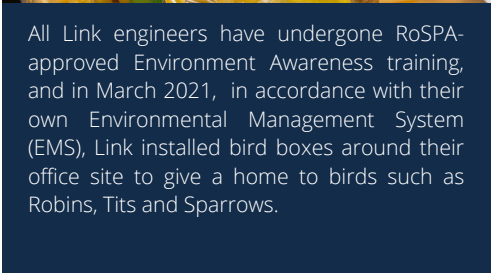
## Pond Clean Up

In August 2023, Link tackled an overgrown pond area in Stevenage. Bushes were trimmed, pavements were de-weeded, litter was binned, and the whole area was given some much needed TLC. And a day of tireless labour, the area was left unrecognisable to its former state, leaving a picturesque spot perfect for local residents to enjoy.



## Food Bank Donation

Link are proud to donate to local communities and give to those less fortunate. In December 2023, Link collaborated with two of their clients to donate essentials, such as tinned food, baby wipes and pasta, to two local food banks in the Hertfordshire/Essex area.



## Environmental Impact

All Link engineers have undergone RoSPA-approved Environment Awareness training, and in March 2021, in accordance with their own Environmental Management System (EMS), Link installed bird boxes around their office site to give a home to birds such as Robins, Tits and Sparrows.



# LINK'S CLIENTS

SAVOY



# LINK'S ACCREDITATIONS AND PARTNERSHIPS



**NSI GOLD**  
(ISO 9001, ISO 14001, ISO 45001)



**SAFECONTRACTOR  
APPROVED**



**AVIGILON  
PARTNER PREMIER**



**EXCEL  
CABLING PARTNER**



**CYBER ESSENTIALS  
CERTIFIED**



**FLIR  
PREMIUM GOLD PARTNER**

**HIKVISION**



**PLATINUM**  
VALUE ADDED SOLUTION PARTNER 2020

**HIKVISION  
PLATINUM**

**HellermannTyton**

**AUTHORISED INSTALLER**

**HELLERMANNITYTON  
AUTHORISED INSTALLER**

## AWARD NOMINATIONS



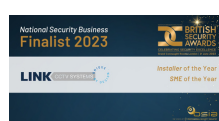
**SECURITY INSTALLER  
OF THE YEAR 2021  
SECURITY & FIRE  
EXCELLENCE AWARDS**



**INSTALLER OF THE YEAR 2022  
& SME OF THE YEAR 2022  
BRITISH SECURITY AWARDS**



**SECURITY INSTALLER  
OF THE YEAR 2022  
SECURITY & FIRE  
EXCELLENCE AWARDS**



**INSTALLER OF THE YEAR 2023  
& SME OF THE YEAR 2023  
BRITISH SECURITY AWARDS**



**SECURITY INSTALLER  
OF THE YEAR 2023  
SECURITY & FIRE  
EXCELLENCE AWARDS**

# THE FACTS

Established in the mid 1990's by a team of successful security system experts with skills in:

- **Design**
- **Procurement**
- **Installation**
- **Commissioning**
- **Servicing**

of integrated security solutions centred around CCTV and Access Control.

Forward to the current time and Link operates from a HQ based in Stevenage.

From here they provide a nationwide service based on the **'Unique by Design™'** mission statement, the service which incorporates the design and implementation of major integrated security systems. This includes **CCTV, Access Control, Structured Cabling and Fibre Networks.**

Supplementary to this is a comprehensive service and preventative maintenance programme through the Area Service Manager. Also accommodated is a **Gates and Barriers** design provided through a dedicated specialist team.

Link operates as an **NSI Gold** approved business with **ISO 9001, ISO 14001** and **ISO 45001** accredited standards to its name.

The company employs its own Compliance Manager, whose duties include overseeing KPI obligations and safety compliance in the company's 24/7 support and 24/4 hour response commitments.







With a portfolio celebrating over **25%** of the **shopping centres** and **retail outlet parks** in the **UK**, Link can also cite significant installations in:

- **Government**
- **Local authorities**
- **Hospitals**
- **Education sector (including schools and universities)**
- **'Beacon' commercial sites**
- **Major retailers**
- **Hotel groups**
- **Logistics (transport and distribution)**
- **Exhibition venues**
- **Waste recycling plants**

and a compelling number of the UK's key industrial companies.

Link maintains and supports a diverse customer base with relationships that have longevity and mutual partnerships.

Link provide a comprehensive service programme. This applies not only for their own installations, but also taking in existing systems which may include the integration of **CCTV, Access Control, Intercoms, Networks and the management, Gates, Turnstiles and Barriers.**

Link's emphasis is wholly focused on providing enhanced performance, compatibility, suitability and operational integrity.



# PAST PROJECTS

## CHELMSFORD CITY COUNCIL

**Project Description:** Chelmsford is one of England's newest cities and has a population of around 170,000.

Link CCTV Systems have been partnered with Chelmsford City Council for over 25 years, completing numerous installs and upgrades that utilise the very best technology, ensuring the safety of the local and surrounding areas.

Throughout the summer of 2020, **200 new high-quality cameras** were installed in various areas, including: public parks, shopping centres, high-streets, community centres and car-parks, increasing the surveillance area and taking the total camera count for the city to over **500**. Each camera in the city was upgraded to **HD** and fed back to one central **VMS system**. This improved the quality of the pictures relayed back to the control room and have helped the operators navigate the platform with ease.

This complex system is made up of nearly **20** remote hubs which utilise powerful wireless transmission to connect back to the central monitoring station, overcoming the traditional challenges inherent in moving large quantities of video data at real time and without a drop in quality. This in turn has empowered operators to identify and respond to incidents faster, thus better protecting the public and providing superior quality of evidence for prosecutions.

Not only this, but the project was completed a month ahead of schedule.

**Completion Date:** July 2020

**Client Feedback:** "You should be really proud of Ryan and the install/service team. They have done a fantastic job throughout. The standard of work has been excellent and they have been a joy to work with."





# PAST PROJECTS

## FORTNUM & MASON

**Project Description:** Fortnum & Mason is one of the most iconic department stores in Piccadilly London. Established in 1707 by William Fortnum and Hugh Mason, it is widely regarded as one of the most prestigious stores in London.

Towards the end of 2020, Link CCTV Systems encompassed the full overhaul of their clients current CCTV System, including a new fibre optic network and end to end structured cabling to help future proof the site.

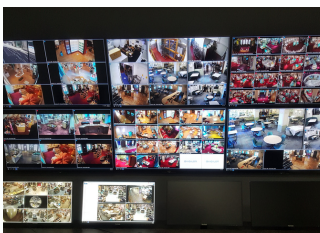
The Link Projects Team deployed a new structured data network consisting of over **250 data outlets** and a **fibre optic backbone**, utilising HellermannTyton cabling and termination products that were tested throughout, providing Fortnum & Mason with a network that is truly reliable and warrantied for 25 years.

The CCTV system consists of over **200 cameras**, and a comprehensive intelligence package which not only enhances the security functions (with advanced tracking and identification tools), but also offers cloud monitoring and footfall tracking in a system which is the first of its kind in the UK.

**Completion Date:** December 2020

**Client Feedback:** "Thank you to you and your guys, you have made the installation and transition from systems seem seamless and simple and we know it's not. Huge thank you to you all for your great work. It has been a pleasure to work with you all."

**FORTNUM  
& MASON**  
EST 1707





MIDSUMMER  
PLACE

# PAST PROJECTS

## MIDSUMMER SHOPPING CENTRE

**Project Description:** Located in the heart of Milton Keynes, Midsummer Place, also known as the Fashion Quarter, is home to big name fashion & beauty brands, independent retailers, unique street food eateries, tomorrow's technology and everyday services.

Throughout the Spring months of 2022, the Link CCTV Systems' Project Team completed the security upgrade at the popular shopping centre, overhauling and upgrading the outdated systems that were in place. The works included the installation of over **100 Avigilon cameras**, replacing the legacy platform which consisted of a Pelco VX front end and antiquated camera modules, some of which were over twenty years old.

Due to the new cameras being IP, unlike the previous analogue cameras, **a new fibre optic network** was deployed across the site. This network consisted of **7 remote fibre hubs**, and a single core switch. Additional dark fibre cores were supplied and terminated to allow the centre to expand the fibre optic network at a later date, if required.

Following the completion of the works, the Midsummer Place site team now have the capabilities to utilise the Avigilon analytical software, to improve and streamline their security operations on site. The new cameras installed give the security team better, clearer coverage of the shopping centre, and goes further to protect their customers and stores alike.

**Completion Date:** May 2022

**Client Feedback:** "Well what can I say, Drue and his team are stars. They all done a great job and it's been a pleasure having them at the centre. Me and my colleagues are enjoying our new cameras"

MIDSUMMER  
PLACE





# PAST PROJECTS

## MANCHESTER ARNDALE

**Project Description:** Manchester Arndale shopping centre is the biggest inner-city shopping centre in the country and the largest of the chain of Arndale Centres built across the UK.

Throughout the Summer months of 2022, the Link CCTV Systems' Projects Team completed a security system upgrade at the shopping centre. The works comprised of a new Avigilon recording platform and over **200 new cameras**, including multiple **ANPR cameras**. This replaced their legacy system that had been in place for over 20 years.

Link CCTV Systems partnered with Avigilon for this project, installing a complete Avigilon end-to-end solution, one Link can seamlessly deploy due to their experience and technical expertise. The Projects Team excelled on this project, completing the install to the highest standard.

**Completion Date:** October 2022





# PAST PROJECTS

## BLUEWATER SHOPPING CENTRE

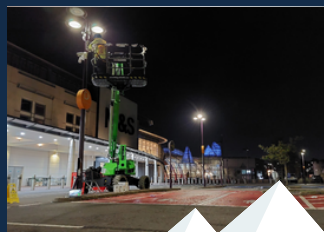
**Project Description:** Bluewater is an out-of-town shopping centre in Kent. Having opened in 1999, it has a sales floor area of 1.6 million sq ft over 3 levels, making it the fifth largest shopping centre in the UK.

Throughout the last few months of 2022, The Link CCTV Systems Projects Team completed the replacement of **over 350 cameras** at the shopping centre. The team worked tirelessly throughout the works and managed to complete the project within the estimated timeframe of six weeks, all whilst maintaining high levels of workmanship, attention to detail and with minimal system downtime.

This security system upgrade follows another solution which Link CCTV Systems provided for Bluewater Shopping Centre. During September 2022, Link installed **four new solar-powered CCTV cameras**, on four newly erected columns. The solar powered cameras were a more economical solution, due to the area they were monitoring being incredibly remote and with no local power sources, and rectified the recent fly-tipping problem that the shopping centre had at the time.

**Completion Date:** November 2022

**Client Feedback:** "I'd like to feedback how well this work has been completed, with the engineers going about the installation in a very professional manner and the updates coming though have been spot on."







# PAST PROJECTS

## EPPING FOREST DISTRICT COUNCIL

**Project Description:** Link CCTV Systems and Epping Forest District Council have a strong working relationship, with the former completing a number of security system upgrades for the council over the past couple of years.

In June 2021, Link installed a new CCTV system in Debden, which included over **60 8MP cameras**, connected locally upon a newly distributed **fibre optic network**, and an impressive long range backhaul wireless link, allowing the Council to access the system remotely.

In August 2022, the Link Projects Team installed **two new local authority systems** at shopping parades within the area, and in September, the Council's control room equipment was re-positioned on the Broadway, with **multiple cameras** installed to oversee a children's playground. This project required a different set of skills for the Projects Team, who carried out groundworks to prepare the area for the camera column to be erected.

And in December 2022, Link CCTV Systems were requested by the Council to provide multiple **temporary and re-deployable 4G solutions** to combat issues with anti-social behaviour and fly tipping in Waltham Abbey, Essex. The solution was for Link to produce **ten new 4G re-deployable cameras**, to be easily introduced in the new locations, with the ability to be re-deployed to other vulnerable areas going forward.

**Completion Date:** December 2022

**Client Feedback:** "Thank you Ryan and to the team for an exceptional and a professional service. It is always a little un nerveing when using a new contractor for the first time particularly on what is one of our most sensitive and high profile locations. You have certainly earned a place on our books and I would not hesitate to invite you to tender for future projects with total confidence."





# PAST PROJECTS

## THE LIBERTY SHOPPING CENTRE

**Project Description:** The Liberty Shopping Centre is a covered shopping centre in Romford, the largest such centre in the town. It's go-to shopping centre for fashion, beauty, lifestyle and accessories and takes its name from the former Liberty of Havering.

During the summer months of 2023, Link CCTV's Projects Team completed a complete overhaul of the shopping centre's security systems. The project, which took 10 weeks and was completed ahead of schedule, included the **installation of over 150 new cameras, 30 access-controlled doors, intercoms, a new roller shutter, and a completely refurbished control room.** To support this, a new IP network was installed through the site, consisting of over 13,000 metres of new cat6 and fibre optic cabling, with new core and remote network switches.

The difference in technology and operations is "night and day" following the upgrade, and Link CCTV Systems are equal parts proud and grateful to have worked on such a complex and multifaceted project with such a supportive client.

**Completion Date:** July 2023

**Client Feedback:** "The project management was first class. The Link Team were incredibly professional, polite and helpful. We had constant contact with Ryan who managed the project, whilst Jason, Duane and the rest of the team on site were very approachable and worked with care. Really happy with the service."





# PAST PROJECTS

## VICTORIA CENTRE

**Project Description:** Victoria Centre is a shopping centre in the heart of Nottingham. It contains over 120 stores, including fashion and high street shops such as John Lewis, House of Fraser and Next.

In an impressive 12-week span, Link successfully **upgraded the security systems** at the shopping centre with Pelco's cutting-edge solutions. This project not only highlighted the prowess of the Link Projects Team but also underscored the reliability of Pelco's equipment in enhancing the safety and surveillance capabilities of the shopping centre.

Every facet of the centre's CCTV infrastructure underwent a significant upgrade with Pelco solutions. From **static** to **PTZ cameras, servers, and workstations**, Pelco's state-of-the-art equipment ensured not only high-definition clarity but also seamless integration across all systems.

A standout feature of the project was the creation of a **custom-built control room**, meticulously designed to meet the specific needs of the Victoria Centre. The room boasted impressive LED lighting, and introduction of an awe-inspiring monitor wall further heightened real-time surveillance capabilities, empowering security personnel to monitor the entire premises with enhanced precision.

**Completion Date:** January 2024

**Client Feedback:** "We were pleasantly surprised with Links performance during this project. Right from the very beginning we felt assured that Link would deliver exactly what we required and we were not disappointed. One of the most customer focused businesses that we have worked with. From the MD through to the installation team, everyone was very professional, communicated clearly and fully understood and appreciated the environment that they were working within."

Victoria Centre



# CONTACT



0800 470 1991



[service@linkcctv.co.uk](mailto:service@linkcctv.co.uk)



Link CCTV Systems  
Business & Technology Centre  
Bessemer Drive  
Stevenage  
Hertfordshire  
SG1 2DX



[www.linkcctv.co.uk](http://www.linkcctv.co.uk)

Scan below for  
Link's website

