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MICA station management solution

MICA integrates multiple fire, security, building management, communication and digital intelligence systems into a single management solution. Providing one user-friendly interface and single pane of glass view that enables control room staff for public transport stations, airports, campus locations and large public venues to efficiently manage multiple systems.

Ensuring all alerts, incidents and communications are automatically brought to the attention of control room staff through a single screen, MICA's vendor agnostic design integrates existing and new technology. Giving capability to control and combine functions from multiple systems including video surveillance, public address, help points and customer information screens. The addition of CCTV camera AI analytics and IoT sensors to detect safety, trespass, security, environmental and operational incidents, creates a comprehensive management solution.

Technology Features

Integrating multiple systems into a single management solution to enhance operations in control rooms, key features include:

CCTV – Monitor and control multiple CCTV systems, integrating IP and analogue cameras. Automated camera switching and recording triggered by events and alarms.

Public Address and Voice Alarms (PAVA) – Manage announcement libraries with manual recording, text to speech, quick lists, hot keys for pre-sets and custom messages. Schedule announcements including night PA and control background music.

Customer Information – Integrate with passenger information displays, custom displays and webpages. Information is replicated on the operator interface confirming the accuracy of information.

Help Points – Integrating help points, fire call points, lift intercoms, door entry and video intercoms. Cameras automatically focus on areas that make a call, record events and increase operator understanding of a situation.

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Access & Control – Integrate multiple Electronic Access Control Systems (EACS), providing alarm notifications with CCTV and analytics integration with doors, gates, barriers and secure areas.

Fire System Integration – Integrates a range of fire panels and suppression systems to enable remote isolation to be carried out, provide condition and status update, and allows sites to be re-opened in the event of a false alarm.

Analytics Integration – Transform legacy operational technology to provide cutting edge analytics. Using human intelligence and artificial intelligence MICA is able to unlock previously hidden data.

Key Benefits

Simplified Management – Provides operational teams with a single "command and control system" to support the real time management of multiple customer facing, security and safety systems though a single pane of glass interface.

Reduce System Failures – Remotely monitor asset and device status, condition and performance for temperature, voltage and other critical parameters. Enables pre-emptive maintenance to resolve an issue before it becomes a failure and minimise operational impact.

Centralised Management – Manage multiple sites through a single control room solution to drive operational efficiencies without compromising functionality. For example, multiple rail stations can be managed from a regional control room.

AI CCTV Analytics – Automatically monitor people counting and detect key events such as trespassing. Avoids the need for control room staff to continually monitor all live images, the system will automatically alert and present camera feeds where suspicious and anomalous activity has been detected.

Vendor & Technology Agnostic – Integrate different systems, from multiple vendors including legacy technology, e.g. IP and analogue CCTV cameras, into a single system.

Case Study: London Bridge Station

Telent carry out proactive monitoring of all network connected equipment, best practice preventative maintenance and reactive maintenance across the station's assets, keeping systems running for the 56 million passengers who pass through London Bridge each year. MICA provides the Station Management Team with a "command and control system" to support the station's operations, integrated with the EACS, CCTV, PAVA, fire systems and Station Data Network systems.