



Experienced partner continues to reduce fire risk at top insurance market

Lloyd's of London's world-famous building in the heart of the capital relies on robust fire systems capable of keeping pace with its evolving space requirements. After a successful 13 years working together the relationship between Niscayah and Lloyd's of London is stronger than ever.

The challenge

Lloyd's of London has witnessed a world of change over the centuries but its landmark building at One Lime Street has benefited from the stability of the same fire system maintenance provider for over a decade.

As the world's leading insurance market, Lloyd's has a responsibility to safely protect over 5,000 people visiting and working there every day. A building as large and complex as Lloyd's makes it crucial for the fire alarm system to be updated and maintained by a supplier with an in-depth knowledge of the property, people and the system itself.

As well as protection through timely maintenance, configuration of the fire system must keep pace with constantly evolving space modifications. Niscayah plays a crucial role helping Lloyd's of London to map out the best solutions that meet its highly demanding requirements.

Close and regular consultation with the building's facilities service provider, ISS Facility Services, and the customer ensures change is implemented smoothly out of office hours with minimal disruption. Work is continuously monitored and future needs reviewed.

"Moving people and offices around is a bit like solving a Chinese puzzle.

That's why Niscayah's fire system support is so essential," said John Shepherd, Finance & Procurement Manager, ISS Facility Services. "The building is being transformed to open plan, so getting the fire alarm and sprinkler system right is vital."

Summary

- Niscayah maintains 1,500 fire alarms that help protect 5,000 people every day
- Fire systems are constantly re-configured to keep pace with evolving office layouts
- Long term cost saving and peace of mind achieved

Lloyd's of London

The solution

For this major single-site customer, Niscayah provides maintenance for the fire alarm system, sprinkler system, fire extinguishers, hose reels, wet rising main, gas extinguishing system and air sampling equipment that detects the presence of fire before combustion occurs.

Winning successive contract renewals with Lloyd's reflects the significance of Niscayah's excellent service record and deep knowledge of the unusual building. For example, dealing with recessed ceiling coffers presents a particular challenge in accessing overhead cabling housed in high-level conduits.

"Niscayah acts as our eyes and ears on fire systems management whenever office space layouts are reviewed. We rely on their advice and expertise before revising our configurations," said John. "This saves us time and money by getting things right quickly and effectively."

John Shepherd, ISS Facility Services

Lowering its carbon footprint is another priority for Lloyd's of London. Innovative recommendations from Niscayah include a switch from ozone-depleting halon gas to FM200 in its gas extinguishing system.

Lloyd's of London and ISS Facility Services recognise the long-term cost savings and peace of mind they achieve by partnering with a service provider that delivers reliability, quality advice and lowers the total cost of ownership in fire systems.

The benefits

Niscayah shares Lloyd's of London's flexible outlook on the dynamic maintenance of its fire system. As well as monthly meetings with the customer, Niscayah's account manager usually visits on a weekly basis to discuss developments and monitor progress. "And he is never more than a phone call away, if we need," pointed out John.

He added: "On our complex ongoing building projects less experienced suppliers would ask us the same questions every time. We know that with its invaluable experience Niscayah can just come in and get on with the work. They have proved their value to us consistently over the years."

"Niscayah never lets us down. Not only that, but every time they re-tender they provide compelling reasons for us to re-appoint them and are always looking at ways to improve their service."

With its reputation as one of the world's financial powerhouses, Lloyd's of London has the added re-assurance that as a major international security systems provider Niscayah delivers strength and stability.

"Given the nature of this iconic building and the types of tenants we have, it is very important for us to be able to leverage Niscayah's level of knowledge. It's good that we have been able to retain that specialist, personal service in a long-standing relationship with them."

**Darren Cox, Facilities Planning Manager,
Lloyd's of London**

**Key facts**

- Lloyd's is the world's leading specialist insurance market
- Lloyd's started life in the 17th century as Edward Lloyd's coffee house providing insurance to the ship and cargo trade
- Today, Lloyd's provides cover for 96% of FTSE companies and operates in more than 200 countries and territories worldwide