



**Overview of client:**

First County Monitoring is an NSI Gold Accredited provider of alarm monitoring based in Selby, North Yorkshire. We provide monitoring services throughout the UK and Ireland for many residential, commercial, and public body clients from our very own Alarm Receiving Centre. First County Monitoring has been in operation since 1994 and has established itself as one of the country's leading independent providers of alarm monitoring services.

Specialising in CCTV, Intruder, Personal Attack, Fire, Lone Worker and Social Care Monitoring, First County provide market-leading services with first-class customer services,



**Overview:**

**Upgrade existing & successful control room**

**Project title:**

**21-2147**

**Delivery Date:**

**Dec 21**

**Client**

**First County Monitoring**

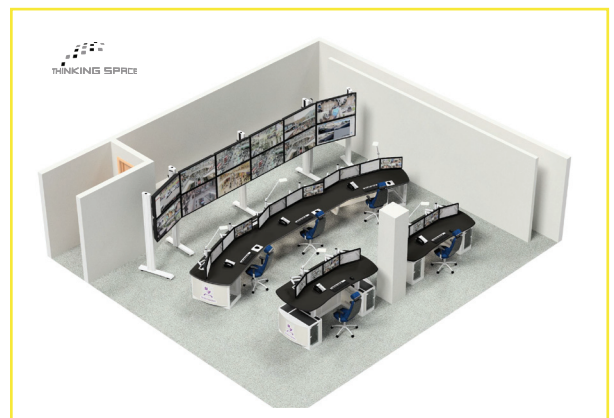
**Security:**

**Security**

where every customer is treated as more than just a number.

The old CCTV control room required modernisation to keep up with advances in cutting edge technology, while also ensuring a comfortable environment is provided for all our employees. Utilising the space available was key. We wanted to ensure we maximised the space we had available, to allow us to provide

additional services and absorb our continued growth. The project completed with Thinking Space has ticked all these boxes. The results are superb and something we are very proud of.



Rendered drawing to visualise the proposal

## Project Overview:

The project objective was to modernise and upgrade an existing and successful control room.

FCM had a very well-formed specification for the new control room, both in appearance and technical specification.

Thinking Space worked collaboratively with the technical team at FCM to blend the very latest in ergonomics, form, and function with the technical nature of the processes that the operational team carry out.

A high specification suite of technical furniture was designed to handle technical storage and give operators the best workplace possible. Two of the five workstations are height adjustable for maximum comfort for those of the FCM operations team may require that special feature.

The addition of a large, curved monitor wall further enhanced both the technical capacity to carry an array or

large screens and provide ease of maintenance and future technical changes.

An attractive and modern colour

scheme with branding brought a highly professional and impressive look – matching perfectly the services provided by FCM to their clients.



## Results

- More user friendly and modern environment for staff
- Increased number of screens for monitoring
- New height-adjustable desks allow for seated or standing working
- Improved overall service First County Monitoring can offer
- New workstation layout has allowed for an increased capacity

## Testimonial:

“The process with Thinking Space from start to finish has been superb. The consultation was very professional and thorough with our needs carefully listened to before their expert recommendations were presented. Throughout the design process and then moving into the project management phase, our needs have constantly been considered and listened to, with adjustments made to ensure the result fitted exactly to what we required. Delivery and installation were well managed and seamless, with clear communication throughout and a first-class service was provided. We would recommend Thinking Space to any company wishing to use their services.”