

Case Study

# Smart Security Solutions for Safer, Smoother Fire Department Operations

Safety Region Haaglanden, VRH

VRH partnered with us to deploy our IPROTECT Access Control solution across 22 local fire department locations in Haaglanden, NL. This collaboration aimed to enhance security, streamline operations, and provide scalable, future-proof technology solutions.



# Challenges

## Diverse Security Needs Across Multiple Locations

Ensuring consistent and reliable security measures across 22 different locations.

## Complex Access Control Requirements

Fire department operations require both seamless access for authorized personnel and stringent control to prevent unauthorized access.

## Need for clear, direct, and dependable communication

From outside fenced areas, directly to inside workstations.

## Efficient Video Surveillance

Quick response capabilities.

## Service Continuity

Ensuring 24/7 maintenance support for hardware and cloud software.



# Solutions

## 01. Integrated Access Control

To ensure secure access to keys, a key cabinet is used in combination with a card reader. When users badge their access cards on the reader beside the cabinet, it unlocks automatically.

To balance cost and security, we used a mix of wired and wireless door locks. Fire stations chose wireless locks for less-used or low-security doors and wired options for high-security or frequently used entrances, ensuring flexible protection throughout.

## 02. Advanced Intercom System

We implemented direct communication with a (P2P) SIP intercom system that lets devices talk directly to each other avoiding single points of failure through a central hub.

Efficient caller identification with video allows external intercom units (mounted at entrances or gates) with cameras to communicate directly with indoor desktop stations.

## 03. Customized Video Management

Our VMS helps fire departments monitor the building, terrain, equipment, and vehicles. It also boosts operational efficiency by:

- Offering Customizable monitor layouts that give a clear view of security issues as they happen.
- Giving the option of recording footage for accountability during readiness checks and departures.

## 04. Comprehensive Data Security and Support

Through a long-term contract with 24/7 support and a partnership with Trigion, we ensure continuous operations. Expert hardware installation and maintenance combined with cloud-hosted management guarantee data security and reliable service.

A word from VRH

"Standing by our motto, "Do now what is needed later," we needed a system that's fast, secure, consistently reliable, and anticipates future needs across all our stations. The IPROTECT solution delivers exactly that — seamless access control and clear communication. It's a system built for action, keeping us ready every day."

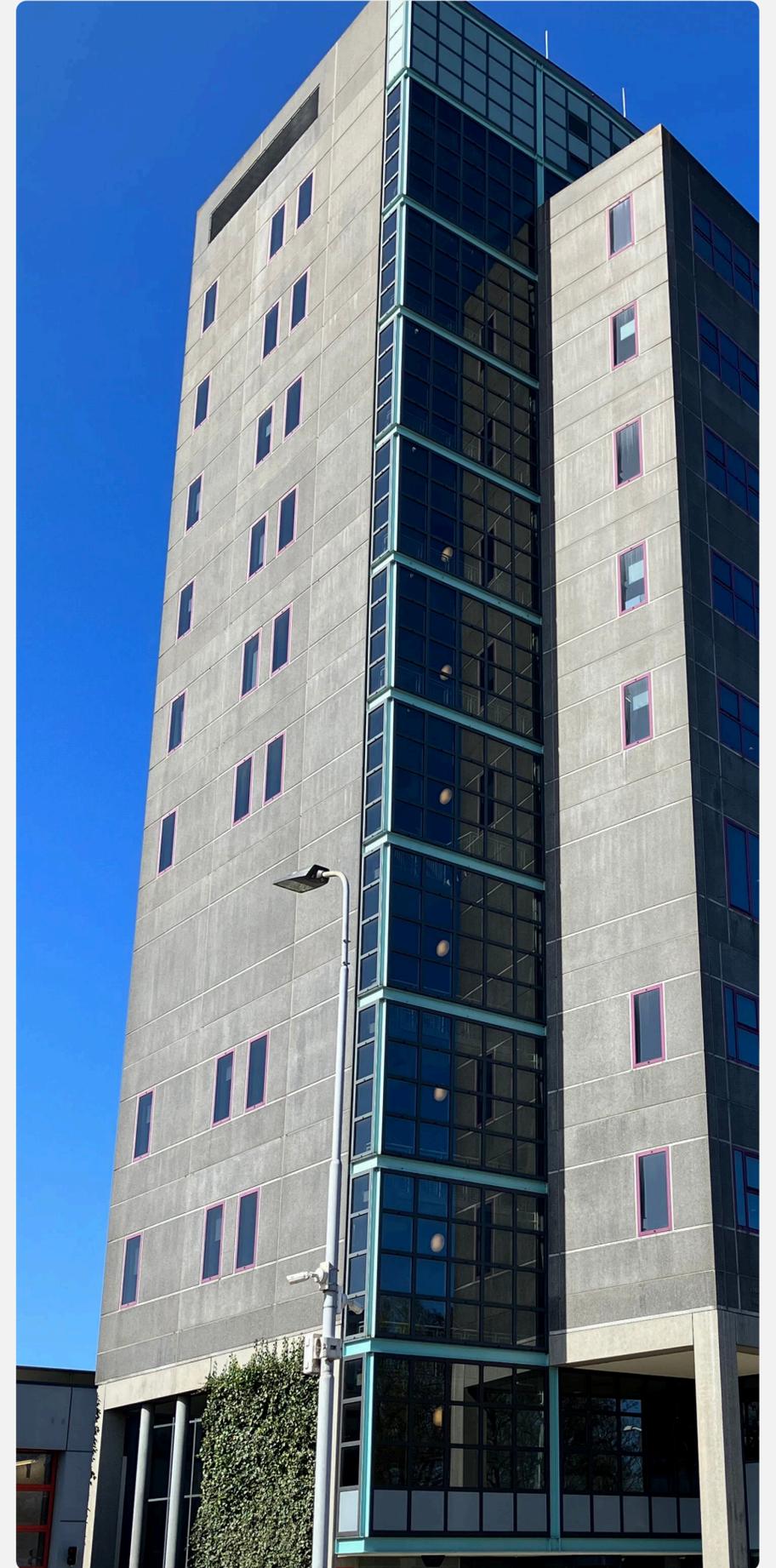
Bob van Apeldoorn  
Functional Facility Administrator

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A word from TKH Security

"Our long-standing collaboration with VRH has transformed fire department operations around Haaglanden delivering unmatched security and efficiency. By integrating future-ready solutions like IPROTECT AC, we empowered them with seamless access control, reliable intercom systems, and intelligent video management—all while ensuring adaptability for the challenges of tomorrow."

ED Jongbloed  
Account Manager, TKH Security





# Technology for Your Security