Company Profile

Established in 2010, iGuide Mobile Applications Ltd who are an EI backed software development company, specialise in the development of mobile optimised solutions. Our team of specialist developers provide client focused solutions in the areas of:

Mobilisation

Integration

Analytics

Our mission is to develop innovative, design rich, integrated solutions which enhance our client's ability to empower and accelerate their digital transformation improving productivity, engagement and profitability.

The core management team comprises of 3 very experienced professionals who each have extensive knowledge of the technology sector. With over 80 years of combined experience in both local and international markets, we pride ourselves on engaging at a personal level and empowering our clients to deliver exceptional solutions which enhance their business process. Currently employing 8 people in Dublin, it is expected that this number will increase to 11 in 2018, primarily in the area of development.

Our existing client relationships demonstrate the diversity of the industries we service. Critical to this level of engagement, is an experienced team who live by our core values of building long term relationships which connect and enhance all elements of our client brand and business process.

For Example iGuide:

- Ensure Dublin Airport monitor over 20,000 fire sensors through our smartphone app.

- Foodcloud in 2011, launched their food re-distribution business on our platform. The smartphone app allowed Tesco, Aldi & Lidl donate millions of meals to the needy across the UK and Ireland.

- Completely manage the production of a 70,000 circulation, weekly publication and subscription payments of all of its digital channels for the Farmers Journal.

The Project – DAA Fire Safety App.

In 2013, we were commissioned by DAA to develop a mobile solution which would integrate into their existing Terminal 1 fire safety equipment and deliver alarm management, notifications and mapping tools directly to the fire team's smartphone devices.

The data compiled along with the user's experience from the initial implementation of the solution allowed the project team to identify new product requirements and align the solution to improved work-flow efficiencies. Phase 2 of the Project, which encompassed new functionality, improved data security and the deployment of the solution to all physical areas of the campus. This solution which is a much more comprehensive system now provides a mobile fire safety app to the entire Airport complex and adjoining sites.

Following rigorous data security tests, the project was successfully deployed in November on time and on-budget (circa €43,000)

The DAA project team responsible for the successful implementation of this solution comprised of the lead analyst from the IT Department Mr. Gavan Farrell and Mr. Keith O'Hanlon, Head of Fire Safety. This level of senior management commitment was mirrored within iGuide, with Derick Murphy the CEO, the CTO Aidan Murphy and COO, Eanna Mac Giolla Phadraig taking the lead in the design and development of the solution.
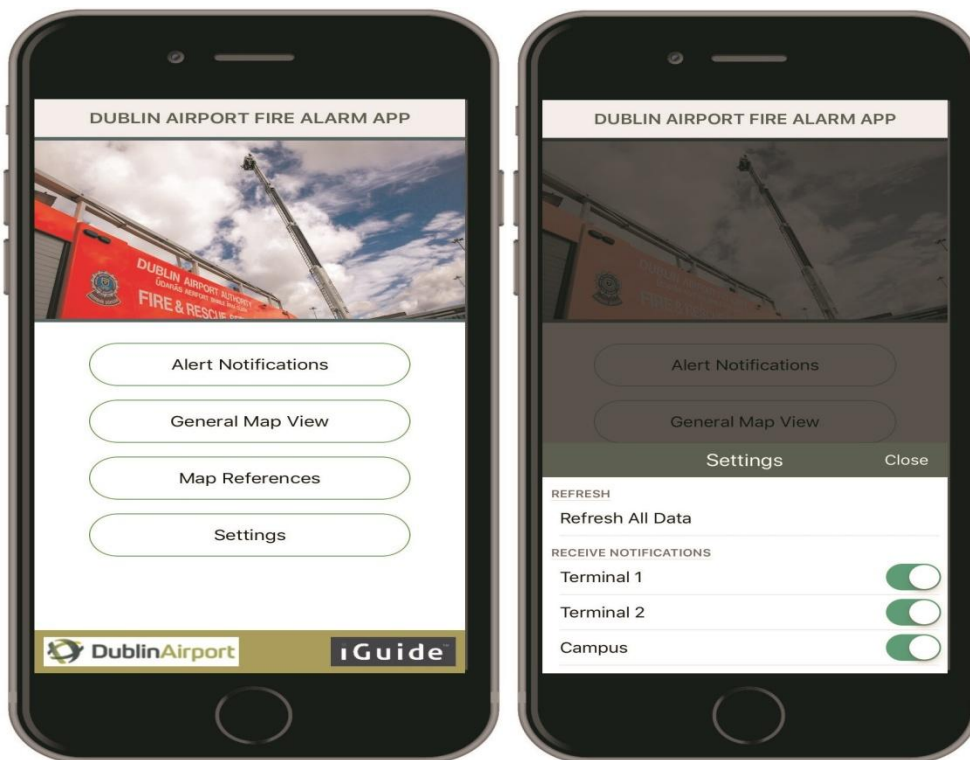
Overview of the inefficiencies prior to the release of the Fire Safety App

There are thousands of smoke and fire detectors located throughout the airport campus. Previously, when a sensor was activated the team were notified by their paging system of the alert. The team had up to 10 minutes to resolve the issue before an escalation was triggered; a delay outside of this timeframe could result in a full evacuation. On receipt of the page, the first responder had to establish the location of the sensor, this would typically involve their return to the central control area and require them to lookup the hardcopy maps to verify the location of the sensor. The process of identifying the location of the sensor was time consuming and ultimately increased the likelihood of escalation to a full evacuation.

Technology behind the Solution

Critical to the implementation of the fire safety solution is the integration into the existing DAA fire Safety Control Box, this interface (API) delivers real-time data to the Content Management module (CMS) supporting the mobile app. The CMS feeds the mobile app with the data relating to the activated alarm, and its location, providing the first responders with digital maps to enable them respond to a problem promptly.

The feature set includes
- API (Advanced Programme Interface)
- Contact Management System
- Multi-Platform App (iPhone, Tablet and Adroid)
- Alarm notification via a push notification
- Drill down menu
- Sensor identification
- Sensor location
- Floor Plan imagery
- Reporting

Sensor Location – Drill Down Menu

Level 1   Level 2   Level 3   Level 4   Level 5

Outcomes and Real Results:

With no additional overhead required to manage the solution, the fire safety team can now provide real-time alarm notification to their staff located throughout the airport campus. Previously the team had to return to central control, to access hard-copy maps to enable them identify the location of the activated sensor, now this data is available remotely on the app.

The solution has helped the fire team to significantly reduce the number of 'alarm escalations' which could result in evacuations. The fire team have been able to reduce response and resolutions times drastically. Overall, the solution has allowed the fire safety team deliver faster responses to activations ensuring that the environment for all passengers and employees within the Airport Campus is safer.

Project Excellence

In such a critical area of Facilities Management, Fire Safety has traditionally been a conservative industry, with complex compliance and safety issues at play, technology and innovation has not played an active role in the evolution of the industry. This is demonstrated throughout the UK and Ireland, where few fire and safety manufacturers and providers deliver mobile optimised solutions. Our ability to integrate into stand-alone fire control systems and extract real-time data has enabled DAA to be very progressive in this field, delivering real improvements in the efficiency with which fire safety is managed.

With compelling results of significant improvements in the efficiency and response times of the fire team as a whole. The Fire Safety App, is a real example of how mobile technology can deliver enhanced efficiencies and optimise work-flow in business critical environments.

With no additional overhead required to manage the solution, the fire team have embraced the technology whole-heartily and it use has become a critical component of their job.

The project was delivered under tight timelines, final sign-off was received in August of 2017 and the complete solution was deployed in November 2017 which was on-time and on-budget.

Client Testimonial

Mr. Keith O'Hanlon, Head of Fire Safety at DAA said: "The fire safety app has allowed our team to deliver much faster response times to all alerts, which ultimately creates a much safer environment for all passengers and employees throughout the airport. The solution has increased the efficiency of our fire team, ensuring prompt resolution of alarms, which has reduced the number of escalations and ultimately evacuations. All through the process and now as a service provider, iGuide have demonstrated an understanding of the critical nature of the project and delivered an exceptional solution which has made a real difference to our business."