

Fire Alarm Integration - Tower Hotel London

The Customer

The Tower Hotel in London, located beside Tower Bridge, prioritizes exceptional customer service. To support this, the hotel ensures its staff are equipped with an efficient safety and communication system to maintain high service standards

The Requirement

The hotel sought an application to link its digital radios with the fire alarm system, improving safety for guests and staff. Prompt alarm investigation helps avoid costly false alarms and minimizes disruption to the guest experience—an important priority for Tower Hotel.



The Solution

The hotel uses an SMC Gateway to integrate its Honeywell Notifier fire alarm system, forwarding fire and fault alerts as real-time text messages to staff and management. Radios display the exact fault or fire location using data from the alarm panel

The Outcome

The hotel's system now routes alarm messages in real time for immediate investigation. A policy to allow nearby staff to assess incidents, enabling management to either trigger or dismiss the alarm is also in place. If no response is received within a set time, the alarm activates and alerts the fire brigade. All events are logged for later analysis.