



Market segment:  
**Corporate and Public**

Location/Country:  
**San Francisco, United States**

Year of Installation:  
**Ongoing since 2018**

End customer  
**Boston Properties (BXP)**

Solutions:  
**IP Intercoms**

Key products:  
**TCIV-2+**

### The Customer/End User

Salesforce Tower in San Francisco is one of the city's most iconic skyscrapers, soaring at 1,070 feet tall and 61 stories, which makes it the tallest building west of Chicago. It is in the heart of the city's financial district and is a workplace for thousands of Salesforce employees and other tenants.

Designed by César Pelli and developed by Hines and BXP, Salesforce Tower merges art and technology with a glass facade and a striking 11,000-LED light sculpture. Above the street, Salesforce Park offers gardens, paths, and a gondola-connected rooftop retreat.

## Zenitel Secures Salesforce Tower

by Diane Ritchey, Marketing Director, Safety & Security

Salesforce Tower in San Francisco is one of the city's most iconic skyscrapers, soaring at 1,070 feet tall and 61 stories, which makes it not only the tallest building in the city, but the tallest building west of Chicago. It is in the heart of the city's financial district and is a workplace for thousands of Salesforce employees and other tenants.

### The Requirement

Every building has a life of its own. As it ages, the building and its surroundings change with the tenants, owners, and building requirements. Security and safety issues change, as well.

Every business and facility must confront three major workplace security issues – employee and visitor safety, securing assets, and the protection of data and other valuable information.

At Salesforce Tower, which has thousands of employees, vendors, and visitors entering and exiting the property, in addition to the park and exterior areas, the security and safety needs are to keep employees and visitors safe and protected, to know who enters the premises so that unauthorized people don't enter, protect assets, and more.

That's according to Greg Suhr, Director of Safety and Security at BXP, who oversees security operations at Salesforce Tower. He is responsible for the safety and security of tenants,

vendors, visitors, and assets, as well as the implementation of emergency response plans and coordination of business continuity efforts.

Suhr's team includes Sue Ko, Director, Regional IT Services at BXP, who Suhr credits with solving any challenges that arise with the building's security technology.

He also employs more than 50 contract security officers that are responsible for securing entries and exits, including the main lobby console, where the majority of the facility's guests are greeted and screened. Security officers work to secure entrances and exits for vendors and contractors, the parking garage, the Gondola, the rooftop Park, and in the Security Operations Center (SOC).

The security officers are also brand ambassadors, greeting people and offering information such as directions. "The first thing that I did when I got here was, I wrote on a board in the SOC this message: 'You only get one chance to make a good first impression. Let's make it a good one. Our security is the first

person someone will see in our building. So, we must make a good first impression. I stress that daily."

"We also have a uniformed San Francisco Police Officer in our lobby during business hours," Suhr adds. "That's a tremendous luxury to help us to deter any type of workplace violence or other security situation that may happen. We are a well-known and iconic building, and we are visible all the way to Sonoma County," he explains.

"Most people are delighted at the beauty of this building, and they love it. But then, there are some people with potential motives that align with the political climate of the world that may want to cause harm. We have had some protests here that are not related to Salesforce Tower, but that we still need to manage. We need to ensure a seamless entry and exit for all guests, but at the same time we need to have very tight security throughout the building because of the 'what ifs'."

Inside the SOC, Suhr says he has his "best" security officers working the main console that provides visibility inside and outside of the facility.

## The Solution

To achieve the goal of a secure building and surrounding exterior areas, Suhr employs security technology from Zenitel's IP intercoms and emergency stanchions. Other technology partners include AMAG Technology, Genetec, and more.

There are **28 Zenitel TCIS-2** audio intercoms inside the building at entrances, inside the gondola,

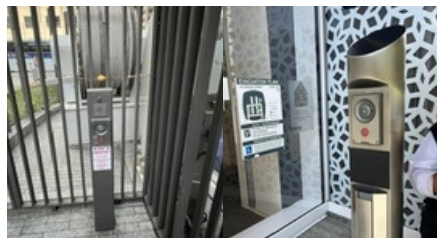
on a fifth-floor bridge, and throughout the park. The intercoms feature wideband HD voice for enhanced clarity, Open Duplex for natural two-way communication, and integrated noise suppression and acoustic echo cancellation algorithms for clean audio, even in noisy settings.



They also incorporate a high-sensitivity MEMS microphone, a 10W Class D amplifier for high-output performance, and a custom-engineered speaker grill that is optimized for protection.

Outside in the plaza and in the parking garage are several Zenitel Emergency Communication Wall Units and Emergency Towers/Stanchions, featuring both an IP intercom and mass notification speakers.

These high-visibility call stations serve multiple purposes, including emergency intercom communication, broadcast notification, and audio paging, enabling guests or employees to call for assistance or receive instructions directly from the security team.



"The Emergency Communication Tower with the blue light on the Plaza is great for mass notification messages. We test it every Tuesday evening. We are ready to use it in any emergency, including an earthquake, and we're grateful that we have it."

## The Result

Overall, Suhr says he's pleased with the audio quality from Zenitel's devices. "We have never had a complaint about anyone not being heard or not hearing from the intercoms," he says.

"A lot of the calls that come from the intercoms come in after hours, from less fortunate people who don't have a home and who happen to be in the area. They call us for help and they are not always clear in their speech, yet when they hit the intercom button for assistance, our teams can clearly hear them, which is important. I feel like the intercoms are clearer than speaking with someone in person, sometimes."

"The intercoms and emergency stanchions are a great resource for anyone to report a situation," Suhr adds. "Sometimes it's not related to their personal safety or security, but that a system isn't working. They are valuable for non-emergency situations, too."

Overall, Zenitel's intercoms and emergency stanchions are providing Salesforce Tower with a comprehensive approach to ensuring safety and security. Coupled with the facility's other security technology, Zenitel's solutions are connecting Suhr and his security team to employees, visitors, and vendors and ensuring they can all hear, be heard, and be understood and providing a safe and secure environment.

## Why Zenitel?

Zenitel is well positioned to drive the future of intelligent critical communication solutions. Through our portfolio of IP products and solutions, with built-in intelligence and a focus on cybersecurity, we provide organisations with superior, scalable security and flexibility. Zenitel is the proven, preferred choice for environments requiring crystal-clear audio to ensure the protection of human life, property, assets and the management of critical activities. With interoperability at all levels, we seamlessly integrate with access control, video management and security platforms-