



# Designing Mission Critical Facilities

Acoustics & Technology  
Consulting

SHEN MILSOM & WILKE

## WHO WE ARE

**SM&W's core purpose is to provide guidance and creative technology solutions to make the places we work, play, learn and live more functional, safe, and welcoming.**

Founded in 1986, Shen Milsom & Wilke, LLC is an independent, internationally recognized technology consulting firm with 15 offices on three continents. Our areas of practice include healthcare, higher education including medical education, science + technology, hospitality, mixed use, corporate, and government. The convergence of our expertise in Audiovisual, Acoustics, IT, Security, and Medical Equipment Planning strengthens the design process and leads to improved outcomes for our clients.

SM&W delivers a consistent methodology locally and globally. Our approach has been the key to the successful delivery of over eighteen thousand projects in more than 40 countries. Our shared infrastructure includes a training and education program and a consistent delivery process.





Our **Mission Control Planning Group** offers these comprehensive services:

**Technology Master Planning**  
**CONCEPT DEVELOPMENT**

- > Control Room Facilities
- > Crisis Management Facilities
- > 24/7/365 Mission Critical Observation Facilities

- > Telecommunications Infrastructure Planning
- > 24/7 Infrastructure Development
- > Surveillance
- > Access Control
- > Ergonomics
- > Lighting

**SPACE PLANNING**

- > Based on Operational Criteria & Communication
- > Driven by Technology
- > Console Definition
- > Data Center/Server Room

**Technology Project Management**

- > Team Structure
- > Client/User Interface
- > Program Development
- > Budgets
- > Schedules

**TECHNOLOGY SYSTEMS DESIGN**

- > Audio/Video/Data Transport Systems
  - Audiovisual/multimedia
  - Security
  - Voice & data Systems
- > Visualization technologies
- > Acoustics

## Creating collaborative decision making environments to improve the quality of life

**Shen Milsom & Wilke is committed to providing our experience and understanding of critical environments.** Our services include integrating audiovisual/multimedia, security, and telecom systems into a single collaborative entity. We work with and for the decision makers who must collaborate in a variety of situations, from day to day business operations to extreme emergency situations. The spaces we program range from small, configurable, occasional multipurpose rooms to the large and iconic centers.

**SM&W is an independent consultant.** We pride ourselves on our loyalty to clients, independence of vendors, manufacturers or integrators. Our impartiality means that we are able to craft an objective and appropriate solution that is specific to your project's operational goals and budget.



SM&W

## WHAT WE DO

### SM&W's integrated technology services provide robust, flexible and comprehensive design solutions

for the most significant low-voltage technologies. Our solutions form the foundation of the active network requirements. Starting with pathways and cabling, SM&W creates the necessary infrastructure for network components including security, audiovisual/multimedia and communications systems.

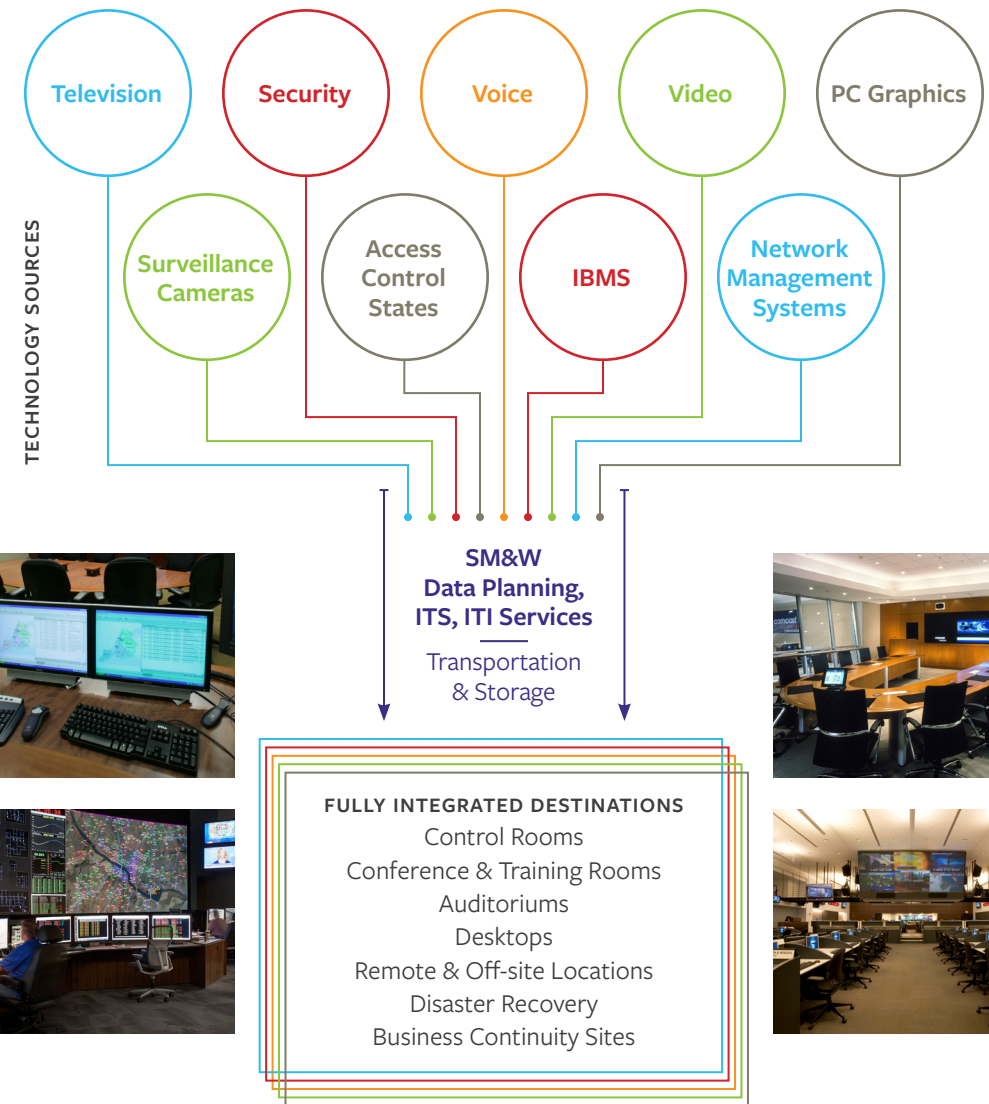
**As organizations require more information about the health and wellbeing of their assets, the need to efficiently manage and integrate this information into their decision making process has become a matter of basic survival.**

The types of spaces we design include:

- > 24 x 7 Watch Command
- > 911 Call Taking & Dispatch
- > Building Management
- > Emergency Operations Centers
- > Incident Command Centers
- > Joint Information Centers
- > Network Operations Centers
- > Process Control & Monitoring
- > Security Control Rooms
- > Situation Rooms (Crisis Management, War Rooms)
- > Traffic Management Centers



## INTEGRATED SERVICES DELIVERY MODEL



### Reliance Infocomm Limited Network Operations Center MUMBAI, INDIA

SM&W designed the technology for the 20,000-square-foot Network Operations Center and the systems employed in the training rooms, situation room, video conferencing room, and national security control room. SM&W also designed the technology in a back-up NOC in Hyderabad, 400 miles east of Navi Mumbai.



### Office of the Mayor of New York City, Situation and Command Center NEW YORK, NY

SM&W designed acoustics and AV for the new command center in the basement of New York City Hall under Urbahn Architects. The space required direct connectivity to the NYC OEM, police HQ, the city's Public Safety Answering Center, and real-time feeds coming in from more than 2,000 sources.

## OUR EXPERIENCE

**SM&W is proud that we have participated in the definition, master planning and design of six of the eight largest and most complex Command, Control, Communications, Computers and Intelligence (C4I) facilities in the world.**

### LARGEST KNOWN CONTROL ROOMS IN THE WORLD

	Date	# of Displays	Wall Area	Configuration
<b>Telecom – Network Ops</b>				
<b>1. Bharti-Airtel</b> Gurgaon, India	2011	175	3,614 sf	25' x 7'
<b>2. Reliance</b> Jamnagar India	2005	132	2,880 sf	8 segments 6' x 4' each
<b>3. Reliance</b> Mumbai India	2003	125	2,422 sf	25' x 5'
<b>4. AT&amp;T GNOC</b> Bedminster, NJ	1999	141	3,008 sf	47' x 3'
<b>5. Telkom</b> Johannesburg, South Africa	1999	NA	3,444 sf	NA
<b>Electric Utility</b>				
<b>1. NYISO</b> Albany, NY	2014	100	2,065 sf	25' x 4'
<b>2. Austin Energy</b> Austin, TX	2013	68	1,404 sf	17' x 4'
<b>3. NYSEG</b> Binghamton, NY	NA	90	1,308 sf	18' x 5'

SM&W Project

Client Project

**Praise for the SM&W New York City Office of Emergency Management Project, which was awarded “Best in Class” by Architect and Pro-AV Magazines.**

*“SM&W’s performance throughout the project was invaluable. The firm brought together an amazing array of highly technical disciplines that seamlessly meshed with the base construction professionals involved. The result was a facility that today is a jewel in the crown of New York City’s ever-vigilant emergency response system.*

*Since the OEM project, SM&W has designed and built several secure operation centers for the NYPD under DDC’s management. They continue to design and deliver critical systems on schedule and on budget. I would recommend them for any technology design/build project without reservation.”*

— Kevin N. Arscott, Police Program Director  
NYC Department of Design + Construction, Public Buildings Division



**Praise for the SM&W New York State Police Troop “G” Headquarters Project**

*“I cannot commend the SM&W team enough on the level expertise that they brought to our project. They have continued to be our ally and have shown tremendous support and dedication to our agency, and myself. In my experience that is something hard to come by, SM&W should be proud to be that company. It would be a privilege to work with you again and I very much look forward to it.”*

— Staff Sgt. Timothy D. Morris, New York State Police, Communications/TMC



### New York State Police Troop G Headquarters LATHAM, NY

SMW provided AV, acoustical and IT consulting services for the 85,000 SF headquarters under WCGS Architects. The combined operations center provides NYSP with the latest situational awareness data to manage the region. NYS Police will run operations for 10 counties out of this new building.



### Austin Energy System Control Center AUSTIN, TX

SM&W provided AV and security systems consulting for this 120,000 SF renovation contracted by Ellerbe Becket (AECOM). Spaces included a control room, system operations training room, lab, incident command & war room, planning room, computer training, and numerous conference and meeting Rooms.

## Our clients include corporate 500 companies, the military, federal, state, and local government.

### Network Operations Centers

- > AT&T Global Network Operations Center, Bedminster, NJ
- > Bharti-Airtel, New Delhi, India
- > IBM/ISSC Command Center, Boulder, CO
- > JP Morgan Chase Network Operations Center, New York, NY
- > Reliance Infocomm, Mumbai, India
- > Verizon Wireless Network Operations Center, Dallas, TX
- > Port Authority of NY and NJ, World Trade Center, New York, NY
- > Reliance Infocomm National Security Operations Center, Mumbai India
- > Shell Oil Company, Houston, TX
- > Southwestern Energy, Houston, TX
- > State of Connecticut Office of Emergency Management, Hartford, CT
- > Washington Oil, Fairfax, VA
- > Williamson County Emergency Operations Center, Austin, TX

### Emergency, Surveillance & Management Centers

- > Apache Oil, Houston, TX
- > Austin Energy, Austin, TX
- > Broward County Office of Emergency Management, Ft. Lauderdale, FL
- > Cameron Parish, Liquid Natural Gas, Cameron, LA
- > Chevron Refinery Optimization Center (ROC), El Segundo, CA
- > Department of Homeland Security, Cook County, IL
- > Department of Interior Shasta Dam, Redding, CA
- > ISO New England, Holyoke, MA
- > Los Angeles Emergency Operations Center, Los Angeles, CA
- > NJ State Police Emergency Operations Center, Trenton, NJ
- > New York City Office of Emergency Management, New York, NY
- > New York State Department of Transportation Region 1, Latham, NY
- > New York State Independent Systems Operators, Albany, NY
- > New York City Police Department, New York, NY
- > Nobile Corporation, Houston, TX
- > Pennsylvania Emergency Management Center, Harrisburg, PA

### Government and Classified Command & Control Centers

- > City of Jersey City Public Safety Communication Center, Police & Fire 911 & Radio Dispatch, Jersey City, NJ
- > Department of Justice United States Operations Center for INTERPOL
- > Food and Drug Administration, Emergency Response System, Washington, DC
- > IRS Network Operations Center, Atlanta, GA
- > National Oceanic and Atmospheric Administration (NOAA), Washington, DC
- > New York City Police Department, New York, NY
- > Oak Ridge National Labs, Oak Ridge, TN
- > Office of the Mayor of the City of New York, Situation and Command Center, New York, NY
- > Public Safety Answering Center II, New York, NY
- > United States Department of Transportation, Washington, DC
- > US Navy Atlantic Fleet Briefing Room, Norfolk, VA
- > USSTRATCOM Headquarters, Omaha, NE



## Located globally to better serve you.

Shen Milsom & Wilke is an international firm of more than 200 talented and dedicated professionals who provide technology and design consulting for new construction and renovation projects of all sizes.

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