

William Channon



Blending heritage with modern technology we offer a diverse range of products across a wide client base



Jim Caldwell, Director, has run William Channon for the last 15 years, following retirement of his father-in-law and uncle-in-law before him

William Channon has been providing architectural ironmongery for over 100 years, diversifying to keep families, businesses and property safe through testing times including two world wars and the fluctuations between national austerity and prosperity.

As a business, we would not have survived if we did not adapt to the times, ensuring we bring the most innovative and cost-effective solutions. We understand that current conditions are tough, yet safety is still a priority. We grew from our founders, A Butler and Sons, over a century ago, and incorporated the business in 1917. Jim Caldwell, through marriage to his wife Lynda, a descendant of Alfred Butler, continues to own and operate the business today. Despite our longevity we never take anything for granted and continue to strive to excel in meeting clients' demands.

This history has allowed us to amass great knowledge within the architectural ironmongery and security industry as we have witnessed first hand the products and practices as they have evolved over the years. This experience allows us to exceed expectations as we understand not only the products that offer the maximum security for now, but also for the future. We have not simply attended training courses; we've gained impressive qualifications over the years that make us experts in our field.

Our licenced Master Locksmiths have all been chosen for their ability to uphold the William Channon reputation of giving excellent customer care, a reliable, friendly service and detailed knowledge of the products and systems on offer today.

FACTS ABOUT WILLIAM CHANNON

- » A Butler and Sons Ltd., trading as William Channon, has served London and the South East over the last century through seven generations of the same family
- » Advice, specification, installation and commissioning services
- » Traditional locksmiths, architectural ironmongers and electronic security specialists
- » Working with local and national government, the military, NHS trusts, universities and schools as well as corporate and public bodies
- » Members of the Master Locksmiths Association and the Guild of Architectural Ironmongers, accredited Safe Contractor Scheme member
- » www.williamchannon.co.uk

“Descendants of the founder continue to own and operate the business today”

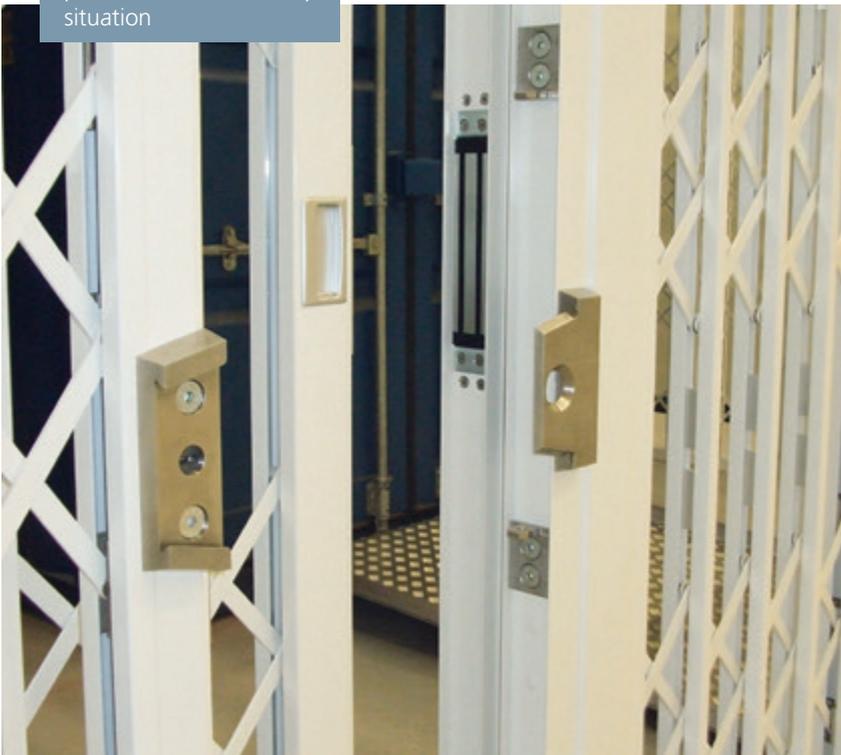
Moving on

Now, seven generations of the same family later, the company's focus is predominantly on physical security, covering all customer types across the residential, public and private sector including health, education, local and national government and including globally-recognisable institutions.

At the heart of what we do is customer satisfaction. That has always been the same, the ways of achieving that have had to change with increased expectations, but the basic principles remain.

We specialise in planning, calculating, and manufacturing bespoke locking systems in our own Central and North London workshops. Today's cylinder locks are developed to withstand numerous attack methods and manipulation techniques and our assembly team are all well versed in the numerous elements needed to complete bespoke systems. Our investment in precision electronic key cutting machines ensure every key is cut accurately to the manufacturer's original specification.

We offer a wide selection of made to measure products tailored for any situation



Maintaining high standards

Door furniture and ironmongery products are expected to meet and exceed numerous British and European standards that are established to both protect property and assets, and safeguard human life. To this end, we maintain longstanding approved company membership of The Master Locksmiths Association along with full membership of The Guild of Architectural Ironmongers and encourage our employees to develop and gain professional recognition as experts in our industry. To assist clients in identifying their own responsibilities, we partner with the UK's leading manufacturers to arrange frequent continuing professional development presentations, and offer best practice advice. We also provide our largest customers with permanent on-site support staff to maximise the availability of our knowledge.

Another area of concern for clients is remaining compliant with legislation for emergency escapes, security and fire doors. Many are finding this increasingly difficult and we are more and more frequently providing consultancy services to their project teams. This is something I envisage will continue to increase. Indeed, it is our close working relationships with manufacturers that support our knowledge and understanding of regulations, standards and best practice which, in turn allows us to work with our clients to maintain their compliance with the latest security and health and safety standards.

Innovative thinking

Working closely with our clients to achieve their desired outcome is paramount to achieving customer satisfaction, sometimes requiring 'out of the box' creative thinking. For example, some projects demand out of hours installations by our

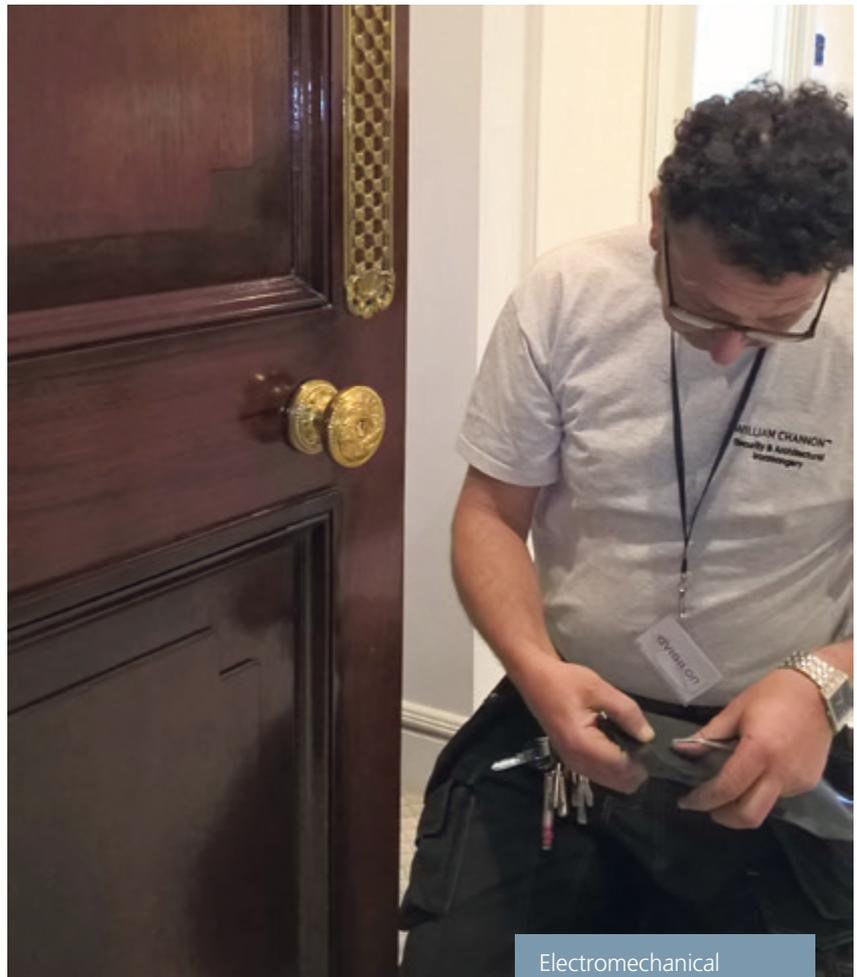
fitting team. The delicate nature of the historic items contained in a national archive display recently meant overnight working to upgrade the cabinet security as the items stored could only be unlocked when the national resource centre was closed to the public.

Another client required large security safes to be installed involving the removal of windows at their premises to allow specialist lifting gear to site the safes into their first-floor position. Other circumstances dictate that we plan our schedule to work alongside the client team allowing their day-to-day operations to continue with minimal disruption.

We recently undertook a project for a luxury London hotel, working with their traditional knob sets on bedroom doors. We were tasked with replacing the mechanical locks with electromechanical cylinders and keys. We were initially on site with the manufacturers for a month installing the software and key programming units to run the system and providing full operator training. Following that, the door furniture changeover ran for two weeks and throughout that time we were working with the hotel team to ensure that rooms were out of service for as short a time as possible.

Technology advances

Many security and ironmongery products have changed little since their introduction, and their use continues to be the mainstay of a security installer. We have positioned ourselves at the forefront of the latest technological developments, installing wire-free access control systems and electromechanical cylinders, padlocks and keys. These systems feature most of the benefits of traditional wired systems, without the costs of hard-wiring a building, installing separate computer hardware



Electromechanical cylinder installation at a luxury London hotel

to support the system and, in the case of electromechanical cylinders, without the need to change the hardware already installed on the door. These systems have been successfully installed at schools, housing associations, residential property and London landmark buildings.

For the time being at least, mechanical locks will continue to dominate our market. There are new solutions coming through but for now they remain relatively highly priced which limits their use to sensitive areas within buildings or perimeters that require added security. The industry will continue to be driven by global factors as it has always done. I see William Channon continuing to develop and evolve alongside market-leading manufacturers ensuring our clients remain the driving force in our business.

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