

SECURITY SYSTEMS OPERATION

Remote management of security systems





Imagine, for just one moment...

- The cost of managing your security operation is reduced
- Your security systems do everything you want, when you want
- You haven't seen a security engineer in months

Congratulations - you've just outsourced your security operation to Niscayah

Our customers enjoy the peace of mind that comes from knowing that their buildings, assets and people are safeguarded 24 x 7. Tempted to join them?

Why might you consider outsourcing?

Allowing a specialist provider to manage your security operation does not suit every business. But for those it does, the benefits can be great. Niscayah can help if: -

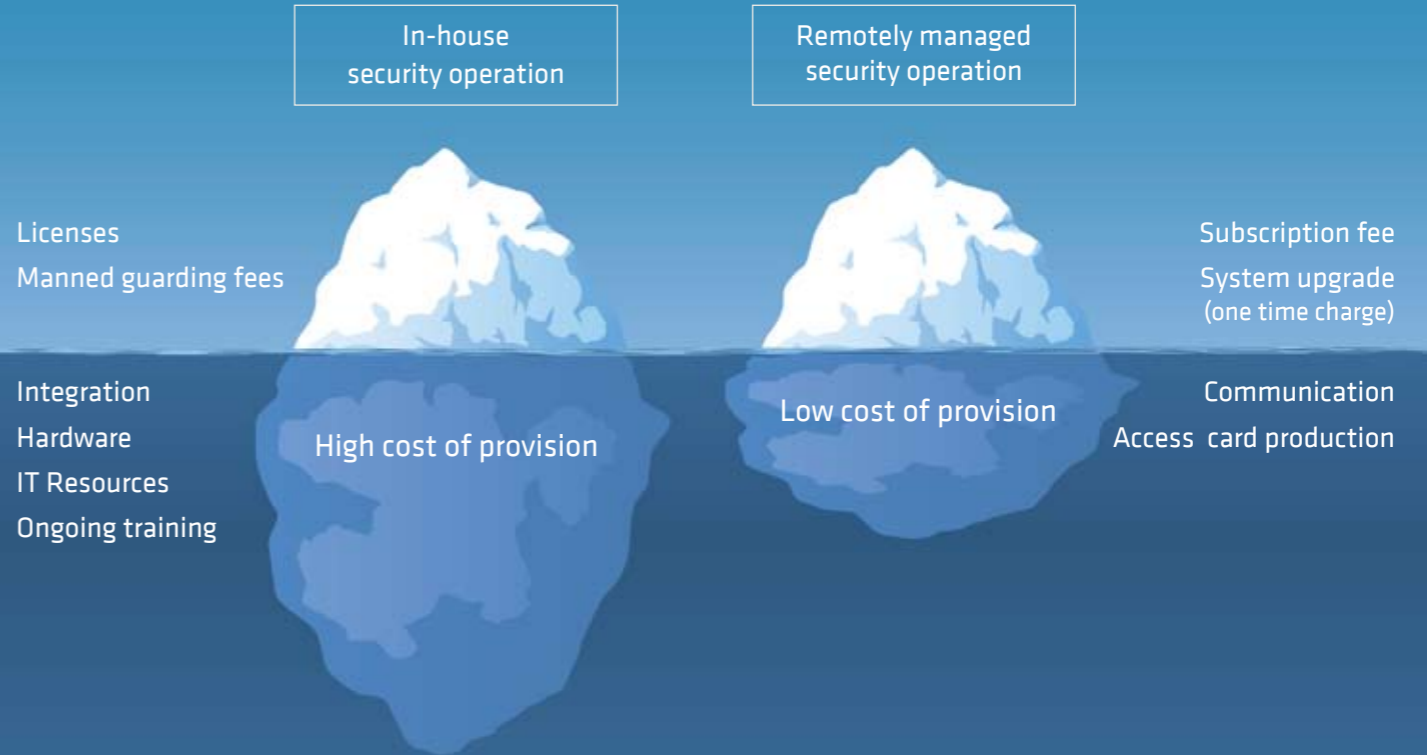
You want a cost effective security operation – many organisations are unaware how much it costs to manage their own security operation; simply because they haven't done the maths. Niscayah can help you calculate the real cost and compare it with the cost of outsourcing so you can make an informed decision based on hard data.

Your security operation isn't performing as you want – you may have experienced a series of security breaches that have highlighted an inherent weakness in your operation. Or perhaps you are just curious to see what benefits the latest innovations in technology can bring to your business.

Your security operation is hurting your business – you may be experiencing an unacceptable number of systems faults and frequent engineer visits to try and resolve them; events that consume your time, disrupt your business and can, potentially, damage the reputation of your business.

The hidden cost of security operations

While the cost of outsourcing your security can sometimes appear, on the surface at least, to be marginally higher, the hidden cost of an in-house security operation is often much greater.



Why choose Niscayah as your security partner?

We are an innovative security company with a 25 year record serving some of the biggest names on the high street. The company was established when the founders saw an opportunity to provide businesses with exceptional levels of service - something that was clearly lacking at the time. Believing that customers deserved better they set out to offer an attractive alternative; excellent service at a competitive price.

Today, Niscayah is proud to serve more than 1,700 UK organisations across both public and commercial sectors. We belong to a group of 17 companies across the world that together employ 5,500 people and generate £600M in revenue - so you can be confident that we'll be here to serve you for many years to come.

We strive to provide a remote managed service that is personal, friendly and highly responsive. Our relationships with our customers endure because we take security seriously, deliver consistently and never relax. We believe it's no less than you deserve.



What remote managed services does Niscayah offer?

Niscayah do more than just monitor your security systems; we proactively manage them. This means we are alerted to incidents the moment they occur, can interrogate the systems to determine their exact nature and then take the correct course of action. We can even re-set or re-configure systems remotely; in fact, just about everything an engineer could do on site but more quickly and with less disruption to your business.

Intruder detection systems

When an alarm is activated, your first priority will be to determine whether a genuine incident has occurred. Over 90% of alarm activations we receive are false and you will soon lose police response if these are not filtered out. Real incidents demand a swift response and must be dealt with by following a rigorous procedure.

CCTV surveillance systems

When an incident occurs you'll want immediate visual verification to know what course of action to take. If an intruder is sighted, you'll want to warn them off immediately or detain them so that your property is not put at risk. CCTV video footage provides crucial evidence in identifying criminals and securing convictions.

Access control systems

To protect your business you need to ensure that only authorised personnel gain access to designated areas at specific times. If an unauthorised individual attempts entry, you'll want to know who they are and prevent them. Managing these events, the access rights of individuals and issuance of new cards needs a skilfull, dedicated resource. Without proper management staff productivity can be reduced and, worse still, serious financial loss incurred.

Intruder Detection Systems Management

While it's vital for any business to detect unwanted intruders, it's equally important to ensure that you maintain police response for your premises. The level of police response is determined by the number of false alarm activations in the previous 12 months; more than the permitted number of false activations will result in the police withdrawing response completely. The most common false alarms are caused by user error, faulty equipment and miscommunication.

Leave Niscayah to manage your intruder detection systems and we'll dramatically reduce the number of false alarms reported to the police. More than this, we'll immediately alert you to any genuine intrusion and we'll take care of all the day-to-day tasks associated with the proper management of your system: -

- Proactive system management or just reactive monitoring, if that's all you need
- Remote diagnosis of system faults
- Phone key holder(s) and emergency services, if required
- Set, un-set and re-set your intruder detection systems
- Re-program detection devices to change access privileges of PIN users
- Phone third party contractors e.g. electricians, facilities management company



Scenario

Your intruder detectors activate and require investigation.

Typical Response

The key holder and police are called to investigate and discover the alarm is false. An engineer also attends site to re-set the alarm. The police record a false alarm activation, which counts against the permissible number before response is withdrawn.

Niscayah Response

Niscayah quickly pinpoints the activated detector(s) and conducts a series of checks that include invalid attempts to disarm the system, valid card swipes and inspection of the area via CCTV cameras before contacting on-site staff, if present. The alarm activation, caused by a faulty detector, is verified as false and the detector is isolated before Niscayah remotely re-set the alarm. No-one needs to attend site and police response is maintained.

CCTV Surveillance Systems Management

If intruder detection systems are the “ears” then CCTV surveillance systems are the “eyes” that watch over your business. Allow Niscayah to remotely manage your CCTV surveillance systems and we'll verify genuine incidents; whether alerted by intruder detection, an access control device or detected during the course of routine patrols. Enjoy complete peace of mind that comes from knowing we will: -

- Proactively patrol or reactively monitor your premises through your CCTV system
- Set your CCTV cameras to detect activity (if possible)
- Visually confirm intruders, following an alarm activation
- Provide an immediate voice warning to any potential intruder (requires speaker system)



Scenario

An intruder has breached your perimeter fencing.

Typical Response

Although CCTV cameras sighted the intrusion; the cameras were not being monitored. The incident comes to light the next working day. You have suffered damage and theft of property including loss of two vehicles.

Niscayah Response

As the intruder breaches the fence, an external movement detector activates the pan-tilt-zoom CCTV camera that captures an image of the intruder. The operator in the monitoring centre warns off the intruder with a live announcement through a speaker system. The key holder and the police are informed and provided with CCTV footage of the incident. Vandalism and theft are prevented.

Access Control Systems Management

Tens of access points, hundreds of employees and thousands of operations each day; for the most part, the job of an access control system is to allow workers to move freely from one designated area to the next. Occasionally, it must perform another job; that of preventing access to unauthorised individuals. So managing a sizeable access control system is a balancing act of keeping workers happy and, at the same time, protecting the business. To do this properly requires a dedicated team of people with complete visibility of the system, an up-to-date database of authorised personnel, documented procedures for each incident and, of course, a fast response. Niscayah does all this and more: -

- Program the operation of doors to unlock or lock at certain times of the day or night
- Program, maintain and store the card database including users, access rights and times
- Afford out-of-hours access to staff and contractors as and when required
- Manage the production and issuance of access cards and program individual access rights, even block cards if necessary



Scenario

A senior member of staff from HQ arrives at a branch office for a meeting only to find that their access card does not work at that location.

Typical Response

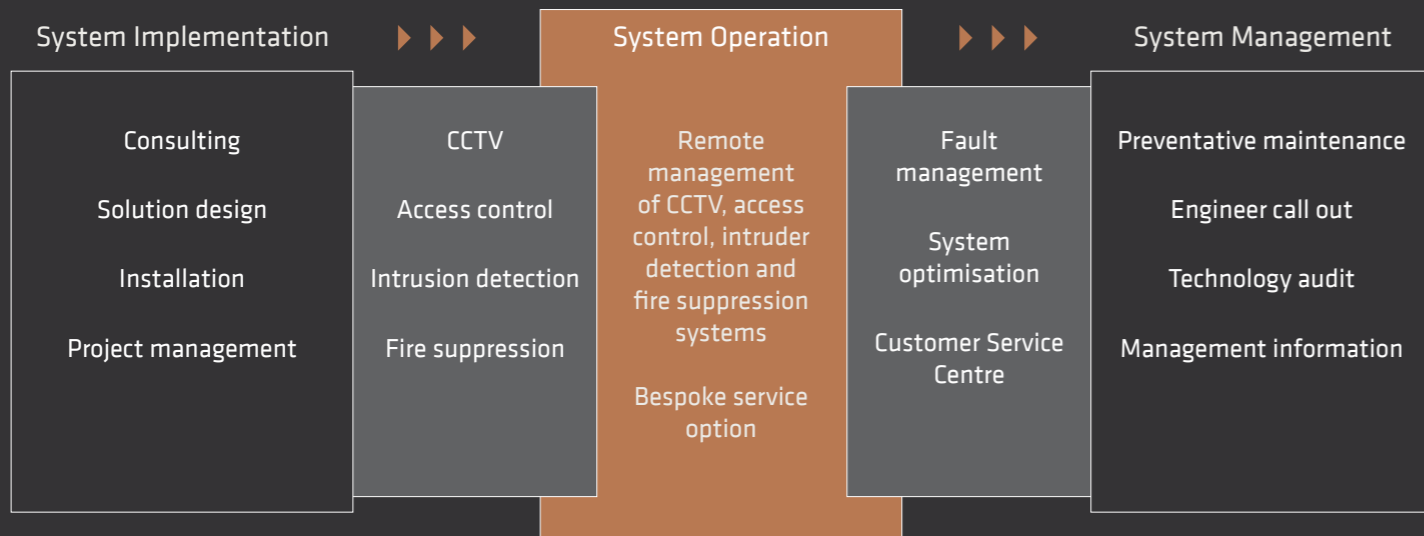
Urgent calls to HQ are unsuccessful in locating anyone that can help; the receptionist who normally issues new cards is unavailable and the company maintaining the system can't get to site to re-program the system for at least 24 hours.

Niscayah Response

HQ calls the Niscayah operations centre. With direct connection to the access control system, Niscayah is able to re-program the system within minutes. Access is granted and a frustrating and potentially embarrassing situation is avoided.

Complete care, delivered at every stage...

Niscayah don't just remotely manage security systems we also implement and maintain them; systems that comprise intruder detection, CCTV and access control technologies. Choosing Niscayah to remotely manage the same systems means you receive a far superior and more cost-effective service. For example, the remote diagnosis and resolution of a system fault often negates the need for an engineer visit and associated cost. Ask about our complete service programme.



Outsource or not?

This is not an either/or decision because you can choose to outsource as little or as much of your security operation as you want. It's also not a decision that should be taken lightly. But if you are looking for a security partner, we believe there is none better. We'll be open and honest with you and work hard to create a solution that fits the needs of your business perfectly.

Call Niscayah today +44 (0)20 8553 5932 or email: outsourcing@niscayah.co.uk

Niscayah Limited, Roding House, 970 Romford Road, London E12 5LP
Phone: +44 (0)20 8553 5932 Fax: +44 (0)20 8478 8052

www.niscayah.co.uk