



**SECURITY SOLUTIONS**  
UTILITIES AND TELECOMMUNICATIONS



**PACOM is quickly developing a distinguished reputation as a global leader in the field of remote security management for utilities and telecommunications organizations, including:**

- **Power (Electricity, Oil, Gas and Nuclear)**
- **Public Works (Water Systems and Treatment)**
- **Telecommunications and IT (Web)**
- **Emergency Services (Fire, Police and Medical)**

### Experience

PACOM Systems has been pioneering integrated security solutions since 1983. Years of experience, industry knowledge and innovation is reflected across our entire range of products and systems. This experience, combined with unparalleled service, technological vision and product development capabilities, guarantee our customers maximum flexibility and value. PACOM's experience comes from:

- More than 30 years of industry experience
- 70,000+ site installations globally
- Expertise in remote site security
- Long term customer relationships.

### Customer-Focused

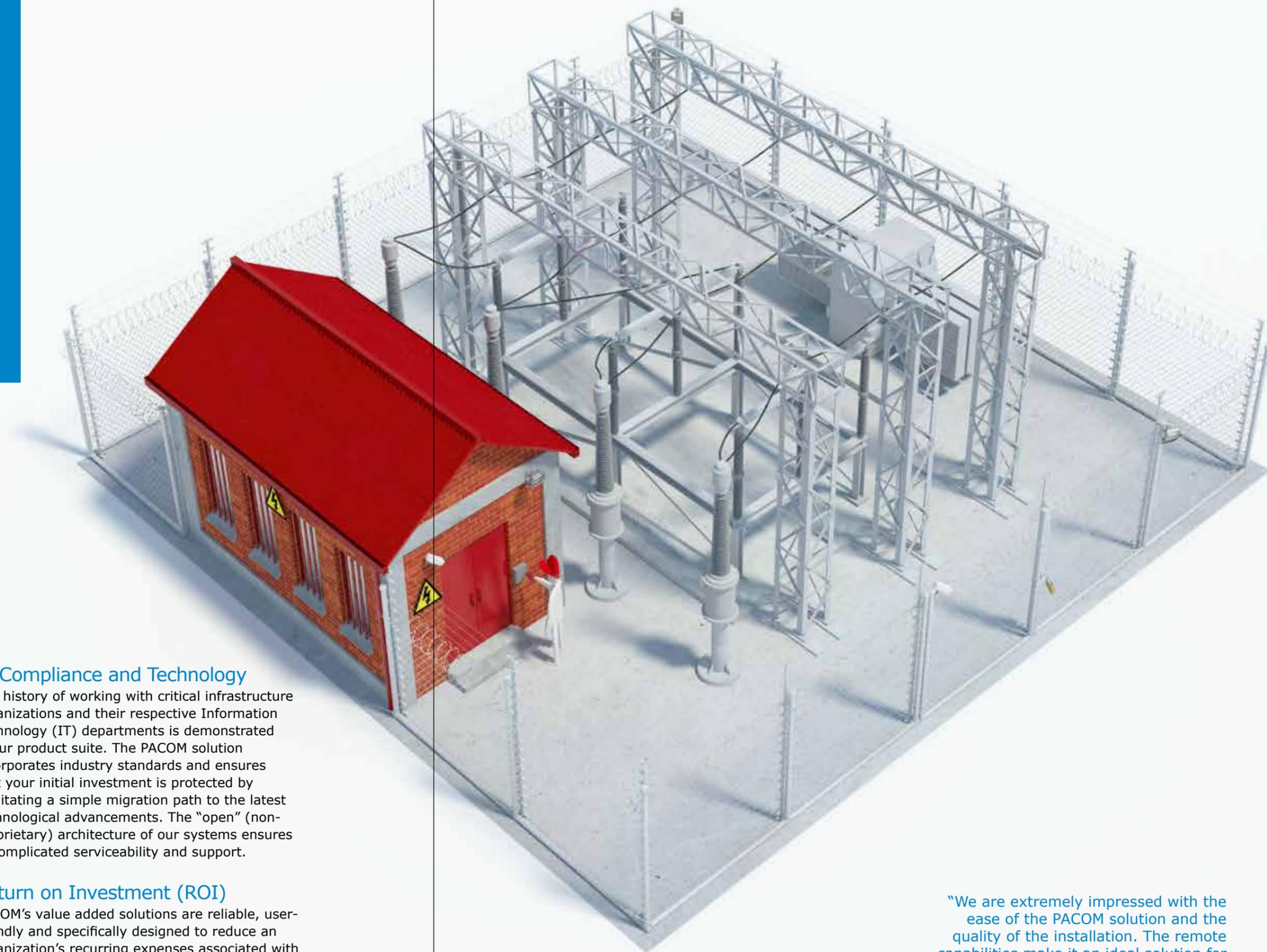
The PACOM development "roadmap" is heavily influenced by our customers. We systematically conduct end-user forums to determine satisfaction levels, monitor market trends and listen to product suggestions and ideas. Our research and development facility enables us to develop and extend our product range in line with customer demands and niche market opportunities. The PACOM team is dedicated to continual improvement and adaptability – enabling new interfaces, system enhancements and other custom requests to be made possible in a timely manner.

### IT Compliance and Technology

Our history of working with critical infrastructure organizations and their respective Information Technology (IT) departments is demonstrated in our product suite. The PACOM solution incorporates industry standards and ensures that your initial investment is protected by facilitating a simple migration path to the latest technological advancements. The "open" (non-proprietary) architecture of our systems ensures uncomplicated serviceability and support.

### Return on Investment (ROI)

PACOM's value added solutions are reliable, user-friendly and specifically designed to reduce an organization's recurring expenses associated with security management and network operations. We are continually developing ways in which to maximize your overall ROI and reduce costs relating to property damage, theft, and staff and customer safety.



"We are extremely impressed with the ease of the PACOM solution and the quality of the installation. The remote capabilities make it an ideal solution for organizations like ours with many sites nationwide."

Security Manager  
Electricity Supply Board (ESB - Ireland)



## Critical Infrastructure Security

With the ever increasing security threat to utilities and telecommunications infrastructure, it is important that the right security system is implemented. PACOM products and systems have been specifically engineered to meet the complex and demanding needs of the utilities and telecommunications industries to ensure vulnerabilities are eliminated and attacks are minimized.

### Unmanned/Remote Locations

PACOM has specifically engineered solutions for remote site management and communications. Through a comprehensive suite of security tools, PACOM can deliver security with complete central management for any site. This allows you to incorporate all remote locations into a single security environment.

### Multiple Sites

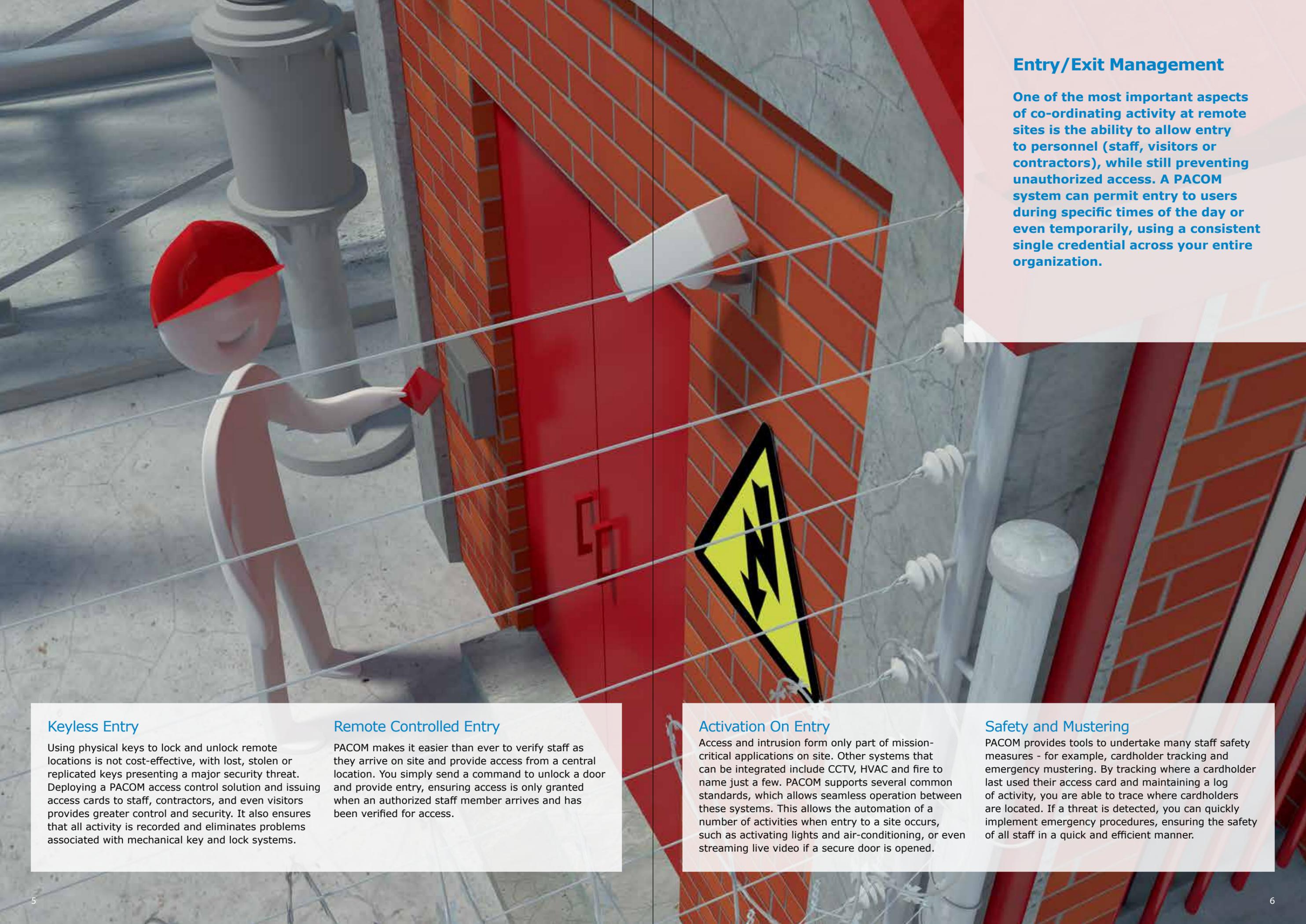
The PACOM solution has been developed with a focus on providing security at multiple locations simultaneously. Leveraging expertise in IT communications forms the cornerstone of every PACOM solution, and ensures that regardless of how many locations require security and monitoring, PACOM can provide the answers.

### Centralized Monitoring/Reporting

Accurate and timely information is the key to achieving the highest level of security. A PACOM solution delivers critical information in real-time. Alarms and other event information display in a rolling transaction log, and through graphical map icons that show location and device status. A PACOM solution can also deliver targeted reports that capture historical information allowing you to analyze important trends and review security threats.

### Regulatory Compliance and Governance

A PACOM system is an ideal platform for meeting regulatory compliance requirements for electronic security. The flexibility built in to the architecture is at the core of each system and allows a tailored solution to meet your exact needs. For example, a PACOM solution can be installed and configured to assist in meeting the NERC-CIP 006 requirements for Physical Security.



## Entry/Exit Management

One of the most important aspects of co-ordinating activity at remote sites is the ability to allow entry to personnel (staff, visitors or contractors), while still preventing unauthorized access. A PACOM system can permit entry to users during specific times of the day or even temporarily, using a consistent single credential across your entire organization.

### Keyless Entry

Using physical keys to lock and unlock remote locations is not cost-effective, with lost, stolen or replicated keys presenting a major security threat. Deploying a PACOM access control solution and issuing access cards to staff, contractors, and even visitors provides greater control and security. It also ensures that all activity is recorded and eliminates problems associated with mechanical key and lock systems.

### Remote Controlled Entry

PACOM makes it easier than ever to verify staff as they arrive on site and provide access from a central location. You simply send a command to unlock a door and provide entry, ensuring access is only granted when an authorized staff member arrives and has been verified for access.

### Activation On Entry

Access and intrusion form only part of mission-critical applications on site. Other systems that can be integrated include CCTV, HVAC and fire to name just a few. PACOM supports several common standards, which allows seamless operation between these systems. This allows the automation of a number of activities when entry to a site occurs, such as activating lights and air-conditioning, or even streaming live video if a secure door is opened.

### Safety and Mustering

PACOM provides tools to undertake many staff safety measures - for example, cardholder tracking and emergency mustering. By tracking where a cardholder last used their access card and maintaining a log of activity, you are able to trace where cardholders are located. If a threat is detected, you can quickly implement emergency procedures, ensuring the safety of all staff in a quick and efficient manner.



## Integrated Systems

All PACOM products are engineered to operate and co-exist with other systems. A PACOM solution provides unparalleled interoperability from a single platform. It can combine event messaging and monitoring with the distribution of alarm and event information, such as real-time status (alarms) via email or SMS, as just one example.

### Intrusion Alarms

A PACOM solution provides a complete alarm monitoring package that is hard at work monitoring the status of all points of vulnerability. If a security breach is detected (e.g. door forced, movement detected, or even glass broken) an alarm is immediately reported to ensure that a quick and efficient response can be made.

### Video Surveillance

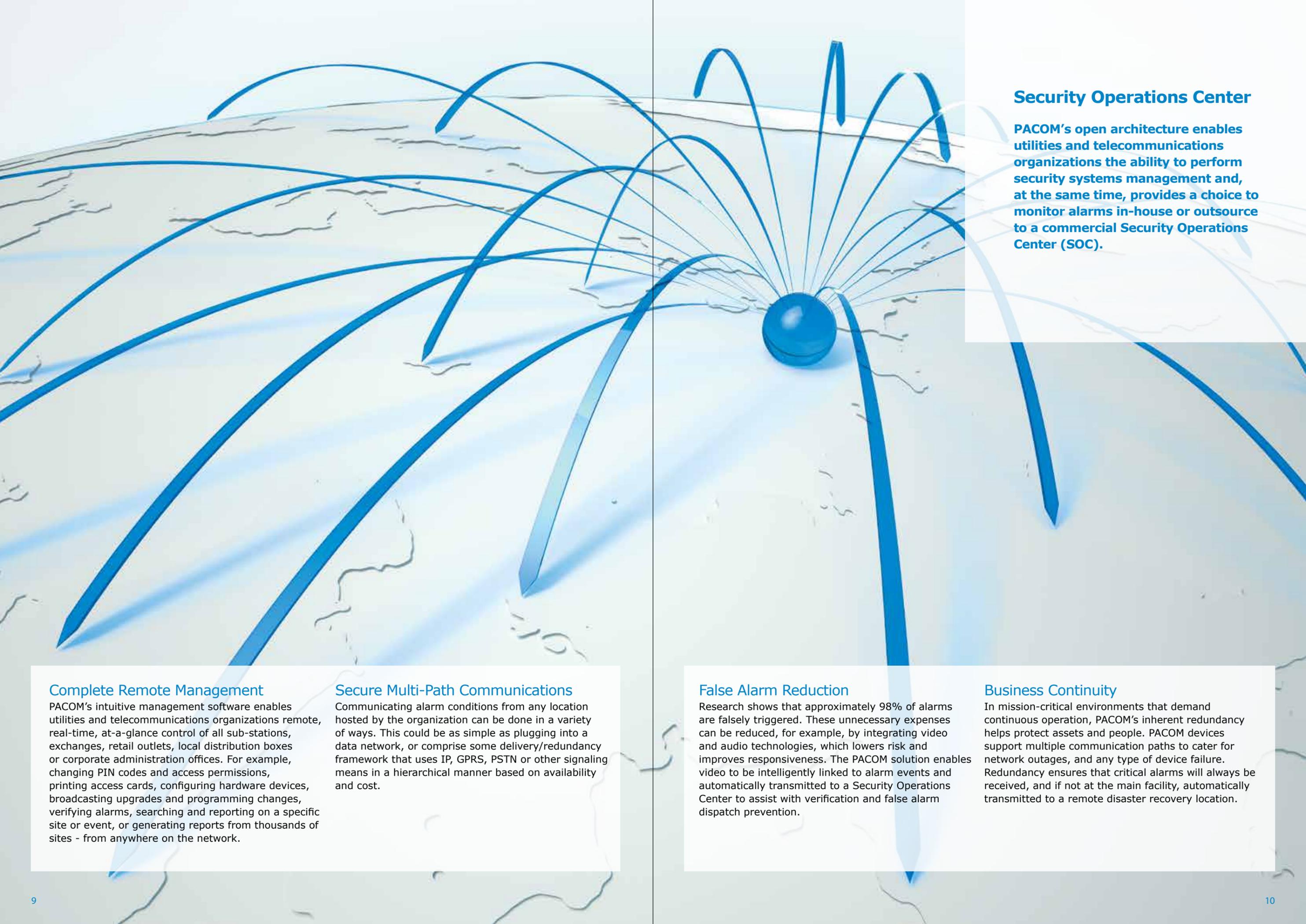
The PACOM solution seamlessly integrates with many leading video manufacturers. Intuitive "video verification" can be accomplished from a Security Operations Center (SOC) to minimize the incidence of false alarms – in other words, providing eyes even when the facility is not manned.

### Sustainability/Efficiency

A PACOM solution can be configured to communicate with existing IT infrastructure; such as sharing data with HR (Human Resources) applications and interaction with Building Management System (BMS). For example, PACOM allows you to improve efficiency by activating building services only when the site is actually manned/deactivating when unmanned, to save operating costs and provide environmental benefits matching organizational sustainability goals.

### Remote Diagnostics

With many locations covering a large geographic area, it can be both expensive and time consuming to send staff to site to perform routine maintenance. A PACOM solution provides the ability to incorporate status information from third-party systems, allowing you to perform remote diagnostics. Remote diagnostics allows you to reduce site visits and more efficiently plan the necessary activities when a problem is identified that requires a site visit.



## Security Operations Center

PACOM's open architecture enables utilities and telecommunications organizations the ability to perform security systems management and, at the same time, provides a choice to monitor alarms in-house or outsource to a commercial Security Operations Center (SOC).

### Complete Remote Management

PACOM's intuitive management software enables utilities and telecommunications organizations remote, real-time, at-a-glance control of all sub-stations, exchanges, retail outlets, local distribution boxes or corporate administration offices. For example, changing PIN codes and access permissions, printing access cards, configuring hardware devices, broadcasting upgrades and programming changes, verifying alarms, searching and reporting on a specific site or event, or generating reports from thousands of sites - from anywhere on the network.

### Secure Multi-Path Communications

Communicating alarm conditions from any location hosted by the organization can be done in a variety of ways. This could be as simple as plugging into a data network, or comprise some delivery/redundancy framework that uses IP, GPRS, PSTN or other signaling means in a hierarchical manner based on availability and cost.

### False Alarm Reduction

Research shows that approximately 98% of alarms are falsely triggered. These unnecessary expenses can be reduced, for example, by integrating video and audio technologies, which lowers risk and improves responsiveness. The PACOM solution enables video to be intelligently linked to alarm events and automatically transmitted to a Security Operations Center to assist with verification and false alarm dispatch prevention.

### Business Continuity

In mission-critical environments that demand continuous operation, PACOM's inherent redundancy helps protect assets and people. PACOM devices support multiple communication paths to cater for network outages, and any type of device failure. Redundancy ensures that critical alarms will always be received, and if not at the main facility, automatically transmitted to a remote disaster recovery location.



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