

**PACOM**

**SECURITY SOLUTIONS**  
MANAGED SERVICES





**Managed Services involve transferring partial or full security responsibility and operations to a third-party that specializes in security management and the provision of professional services.**

**Managed Services are becoming attractive to more organizations, as they can represent a cost-effective, risk-averse option.**

#### Managed Services Inclusions

- System configuration and maintenance
- Security software hosting and backup
- Alarm monitoring and handling
- Remote access and verification
- Reporting and summary information.

#### What PACOM Offers

PACOM facilitates a wide variety of functions to be performed by professional security providers. Pacom offers the following remote monitoring and central security operations features:

- Managed access control
- 24/7 alarm monitoring capabilities
- External system monitoring (e.g. refrigeration, IT room temperature etc.)
- Ability to send notification and alerts via e-mail/SMS
- Perform diagnostic routines remotely
- Manage system performance and capabilities
- Verify alarms using live / recorded video
- Provide reports on threats and alarm management.

#### End Customer Control

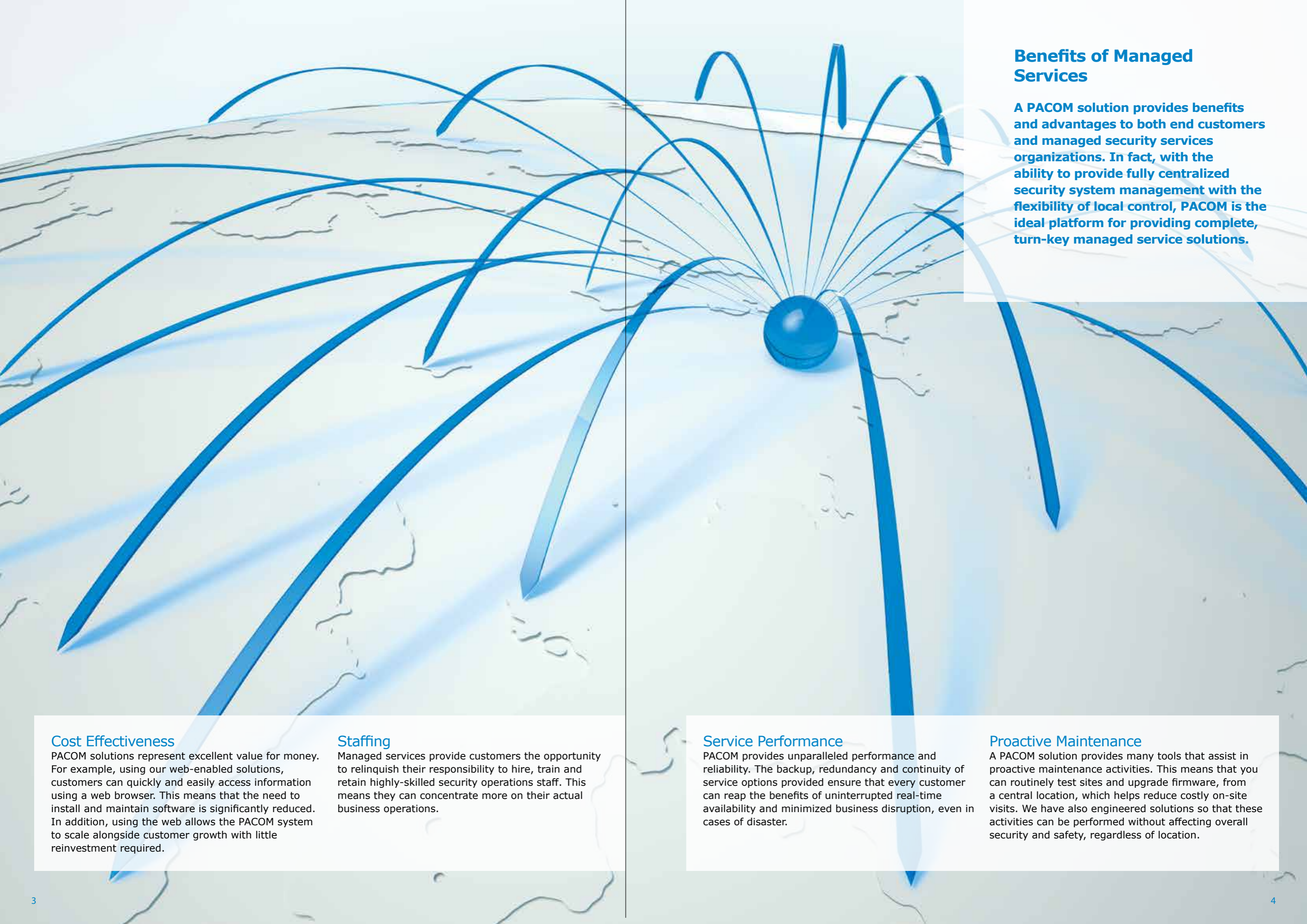
A PACOM-managed service solution allows the customer to outsource the day-to-day management of their security system, while still retaining control over the most important actions. PACOM delivers many tools that provide control and information directly to the end customer, including:

- Tools with web browser delivery
- Information reporting
- Cardholder management
- Staff photo capture and badge printing
- Access control administration and supervision
- Event alerts (SMS/e-mail).

Did you know?

**Research shows that a remotely managed system can reduce false alarms by more than 90%.**





## Benefits of Managed Services

A PACOM solution provides benefits and advantages to both end customers and managed security services organizations. In fact, with the ability to provide fully centralized security system management with the flexibility of local control, PACOM is the ideal platform for providing complete, turn-key managed service solutions.

### Cost Effectiveness

PACOM solutions represent excellent value for money. For example, using our web-enabled solutions, customers can quickly and easily access information using a web browser. This means that the need to install and maintain software is significantly reduced. In addition, using the web allows the PACOM system to scale alongside customer growth with little reinvestment required.

### Staffing

Managed services provide customers the opportunity to relinquish their responsibility to hire, train and retain highly-skilled security operations staff. This means they can concentrate more on their actual business operations.

### Service Performance

PACOM provides unparalleled performance and reliability. The backup, redundancy and continuity of service options provided ensure that every customer can reap the benefits of uninterrupted real-time availability and minimized business disruption, even in cases of disaster.

### Proactive Maintenance

A PACOM solution provides many tools that assist in proactive maintenance activities. This means that you can routinely test sites and upgrade firmware, from a central location, which helps reduce costly on-site visits. We have also engineered solutions so that these activities can be performed without affecting overall security and safety, regardless of location.

## Systems Management and Monitoring

The Security Operations Center (SOC) is at the core of security management for each customer. The SOC helps customers effectively reduce and deal with security risks, comply with regulations and policies, protect assets, and enhance operational security. From alarm handling and access control through to information analysis - everything can be performed from a central location.



### Alarm Handling

A PACOM solution provides immediate and unmistakable alerts when alarms are detected. In addition, a PACOM solution provides several alternatives for appropriate alarm handling, regardless of alarm origin. This includes contacting nominated personnel, video verification of the security threat, following a defined set of rules for different alarm types and logging a complete record of action taken in response to an alarm.

### Video Integration

In providing completely open solutions, PACOM has the ability to integrate video systems from many different manufacturers. This ensures that regardless of the video system at any site, a PACOM solution is available. Video integration provides a high level of verification that significantly reduces false alarms and increases overall site security.

### Diagnostics and Maintenance

Every IT-based system, regardless of functionality, requires an amount of maintenance. Sending maintenance staff on site is expensive and time-consuming, which is why all PACOM products have the ability to remotely perform diagnostics. This means that you can carry out many routine maintenance activities without visiting individual sites; reducing time, effort and overall costs.

### Information Reporting

A PACOM solution provides an array of information delivery possibilities, including web-based reporting. Live audit trail and event transaction logs are provided so that you can monitor activity in real-time, with intelligent filter options available for monitoring specific parameters. PACOM provides advanced reporting capabilities that allow you to easily extract the exact information needed and generate reports.



## Managed Access Control

**PACOM provides the opportunity to manage access control for multiple customers with multiple sites from a central location. Access can be programmed centrally or web-based tools can be provided to the customer to specify their own access. Every time someone attempts to access a secure door, regardless of owner or location, this action will be registered at the monitoring center.**

### Remote Identification

A PACOM solution identifies all known individuals that attempt to gain access at any site, in any location connected to the PACOM security network. This allows you to monitor secure door accesses as they occur, and even integrate this with video to provide visual verification.

### Card Administration

PACOM provides all the tools necessary for managing access cards distributed to end customers. This allows you to not only assign cards, but also allocate photos, and add, change and void active access permissions in real-time.

### Auditing

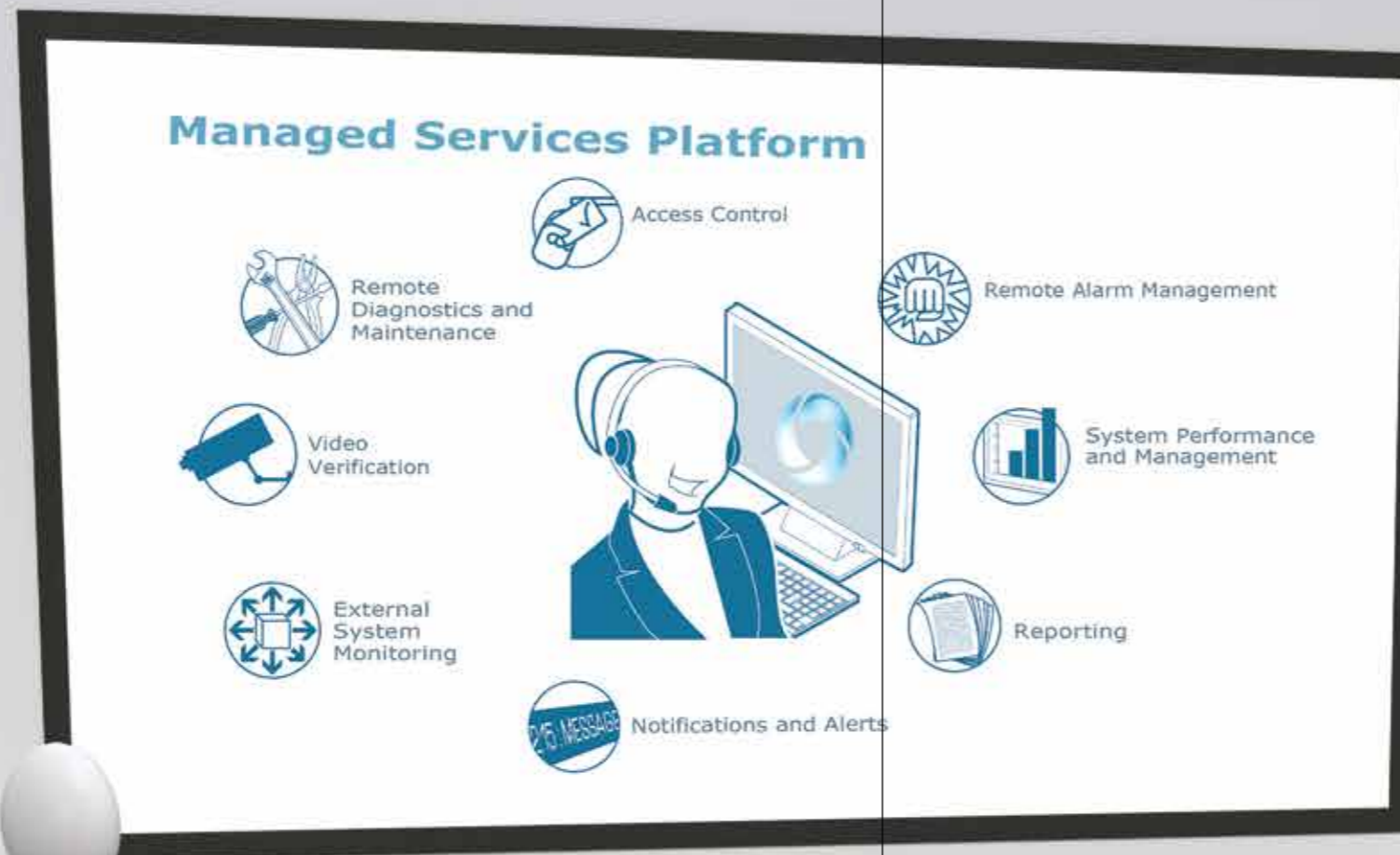
Every event that occurs within the security system is logged and stored. Similarly, every change made by an operator, whether it be centrally or remotely, is also logged. This means that a snapshot of all security activity for an end customer can be quickly and easily recalled at any point in time. You can even drill down and retrieve information that relates to a specific part of the security system, for example, access attempts at a single door between 9:00am and 10:00am.

### Web-Based Portal Services

PACOM provides the ability to deliver solutions over the Internet. PACOM web portal solutions allow you to offer customers the opportunity to retain control over portions of their own security system without the need to install software. You can permit customers to add cardholders, change access permission and even generate their own reports detailing information specific to their organization.

## Why Choose PACOM for Managed Services?

A PACOM solution provides an excellent investment opportunity for organizations wanting to offer managed security services to end customers. Over 70,000 site installations globally, expertise in remote site security management and long term customer relationships have established PACOM as an industry leader in managed security solutions.



### Technology and Experience

Decades of experience, know-how and industry knowledge is reflected in PACOM products and systems, with a focus on delivering integrated solutions that help customers realize the value of centralized security management. Many leading organizations use PACOM integrated solutions to reduce losses, mitigate risks and improve security and efficiency. PACOM's experience, combined with unparalleled service, technological vision and product development capabilities, guarantee our customers maximum flexibility and value.

### Secure Communications

PACOM's security solutions are based on a data communications platform, managing security and IT applications on the one network. All our products use proven encryption and industry-standard data transfer techniques to ensure that customers reap the benefits of market-leading information security.

### Reliability and Availability

All PACOM products are designed with the highest operational requirements in mind. Our solutions are engineered with the possibility to implement several layers of redundancy, depending upon customer requirements. If the requirement is based around the criticality of communications or extends to complete server availability, a PACOM solution is available.

### Flexibility

PACOM solutions are designed to grow with customers' needs. On any number of sites, a PACOM solution can be tailored to meet exact requirements. PACOM solutions also work across the globe - whether or not all sites reside in a single time zone (locale), the information delivered is correct and understandable, making a PACOM solution a truly global system.



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