



an introduction to **off-site monitoring**



Off-Site Monitoring a safer point of view



A **proactive** and **reactive** method of securing your premises

Off-Site Monitoring is the observation of your Network Video Recorder (NVR) or Digital Video Recorder (DVR) live feed to maintain perimeter security, monitor traffic and obtain visual record of human activity on your premises.

Through Remote Video Alarm Verification, we monitor your surveillance system on your behalf and upon detections follow security protocols such as dispatching an armed response unit to your premises.

The service includes remote video management where clients can use a range of smart devices to view a live feed of their surveillance system at any time.

The **advantages** of using Off-Site Monitoring



- Have the capability of viewing the entire property, simultaneously
- Intervention within seconds of unwanted activity on your property, resulting in faster response times
- Transparent events with video evidence of all activity
- Costs of this service are significantly less than traditional physical security guards

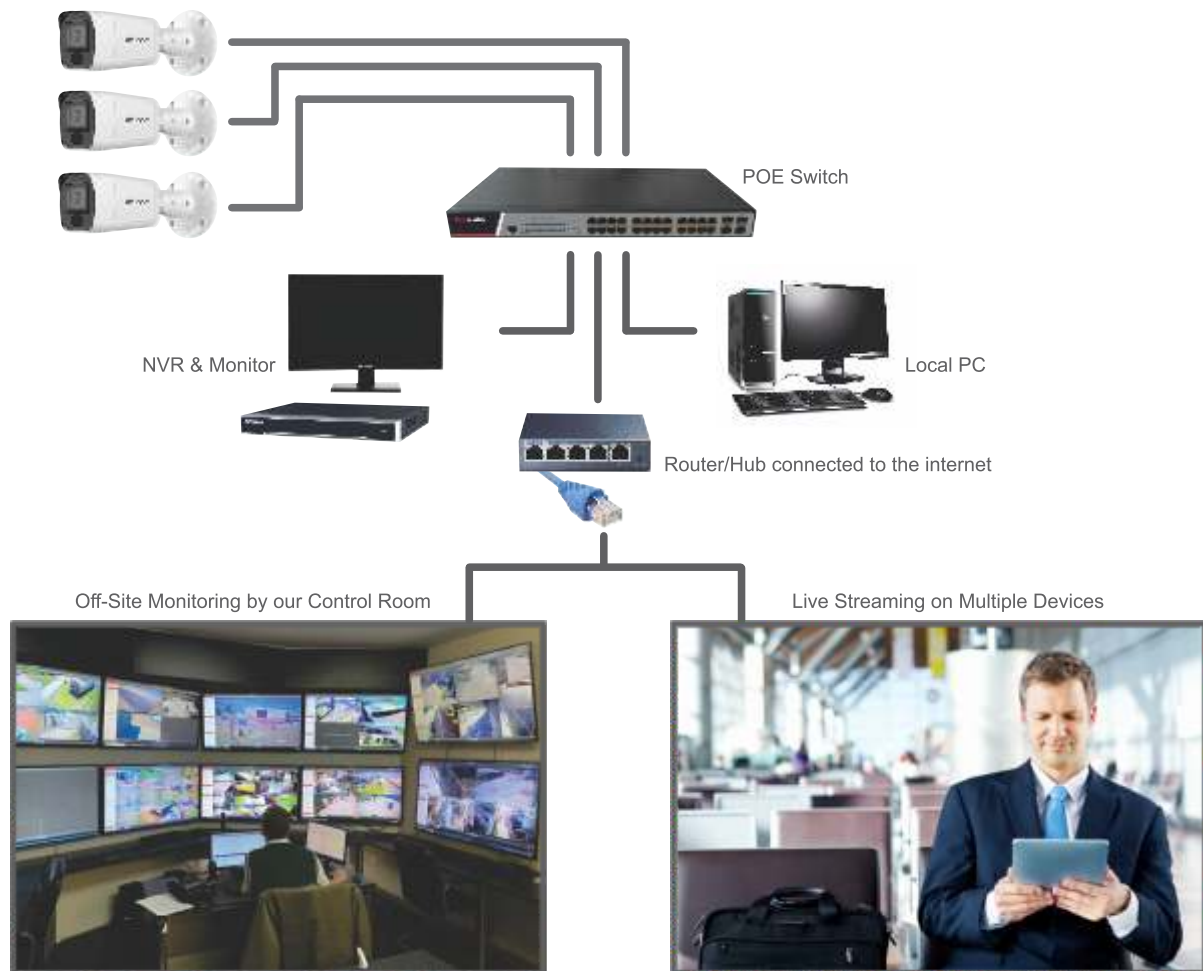


Double Trigger Confirmation

We recommend using this service in conjunction with an alarm system. It is always a good idea to have a backup system in place.

With factors such as power-interruptions, weather conditions etc. it is best to not be fully dependant on only one intruder detection system.

Illustrative Diagram of a Surveillance System with Off-Site Monitoring



TECHNICAL DATA

Technical Requirements of the Surveillance System

- DVR/IP Cameras with a TCP/IP Connection
- DVR System must be capable of doing separate recording, LAN, Remote & Mobile data streams
- DVR/NVR must have on-board transmission management
- UPS System or Generator for failover
- DVR/NVR must be compatible with our system software

Connectivity Requirements

When a quantity of 8 to 16 cameras are monitored:

- Telkom 10Meg ADSL Line (Uncapped) (for failover purposes)
- Wireless Connection (Uncapped) with upload speed of 2 Meg, and a download speed of 4 Meg

When a quantity 16 and more cameras are monitored:

- Telkom 10Meg ADSL Line (Uncapped) (for failover purposes)
- Wireless Connection (Uncapped) with upload speed of 4 Meg, and a download speed of 6 Meg

Other General Requirements

- 2KVA Inverter or Generator
- Flood lights (low light cameras are available if flood lights are not available)
- AC Outlets



Why you should choose FMS

At FMS we have gone the extra mile to ensure that our infrastructure ensures smooth daily operations to provide a professional and effective service to our clients.

Facilities

- Our Control Room is in a safe area and its layout/design is in accordance with industry standards
- We have a good telecommunications infrastructure including wireless broadband coverage
- Our Communications tower is an Internet high site, meaning we never lose connection
- We have dedicated fibre data connectivity
- We have wireless data connectivity
- Uninterrupted power-supply to all our facilities
- Our video monitoring server and event management software systems provide comprehensive tamper-proof logs for both equipment & control room. These logs indicate times of an event, response times, actions taken by the control room operator, etc.
- User stations with associated software

Our Personnel

- Senior operator per shift as well as a Control Room Manager
- All our staff have a PSIRA qualification of Grade C and higher, with two or more years of experience
- In-house IT Support division which assists with day-to-day operations
- We constantly update and refine the training of our staff members to ensure maximum productivity

Our Contingency Plan

During power outages

Our Control Room has uninterrupted power supply as well as a generator to ensure that the entire facility remains unaffected by power outages.

Data Link Failures

When a data link fails on our side, our secondary connection type (wireless internet) is immediately available as a backup connection.

Electrical Surge

We have taken all reasonable precautionary measures to protect our systems against an electrical surge. Should surge damage occur, we have a fully equipped backup system standing by. All equipment in our control room is comprehensively insured.

Period that surveillance footage is backed up

Off-Site Monitoring is the observation of live camera footage. This service does not include a backup being kept on our systems for the purposes of video playback, however backup facilities can be offered to clients.

Maintenance Service Level Agreement

We offer our clients the option of making use of our maintenance service level agreement, ideal for clients who want to make sure that their system always runs optimally, easing the process of troubleshooting.

- We will conduct an annual inspection and perform maintenance visits when required.
- Trouble Monitoring
- Equipment consultation & training for clients to become familiar with their system
- Remote Programming
- Firmware updates