



OPTIC SECURITY  
G R O U P

# Capability Statement

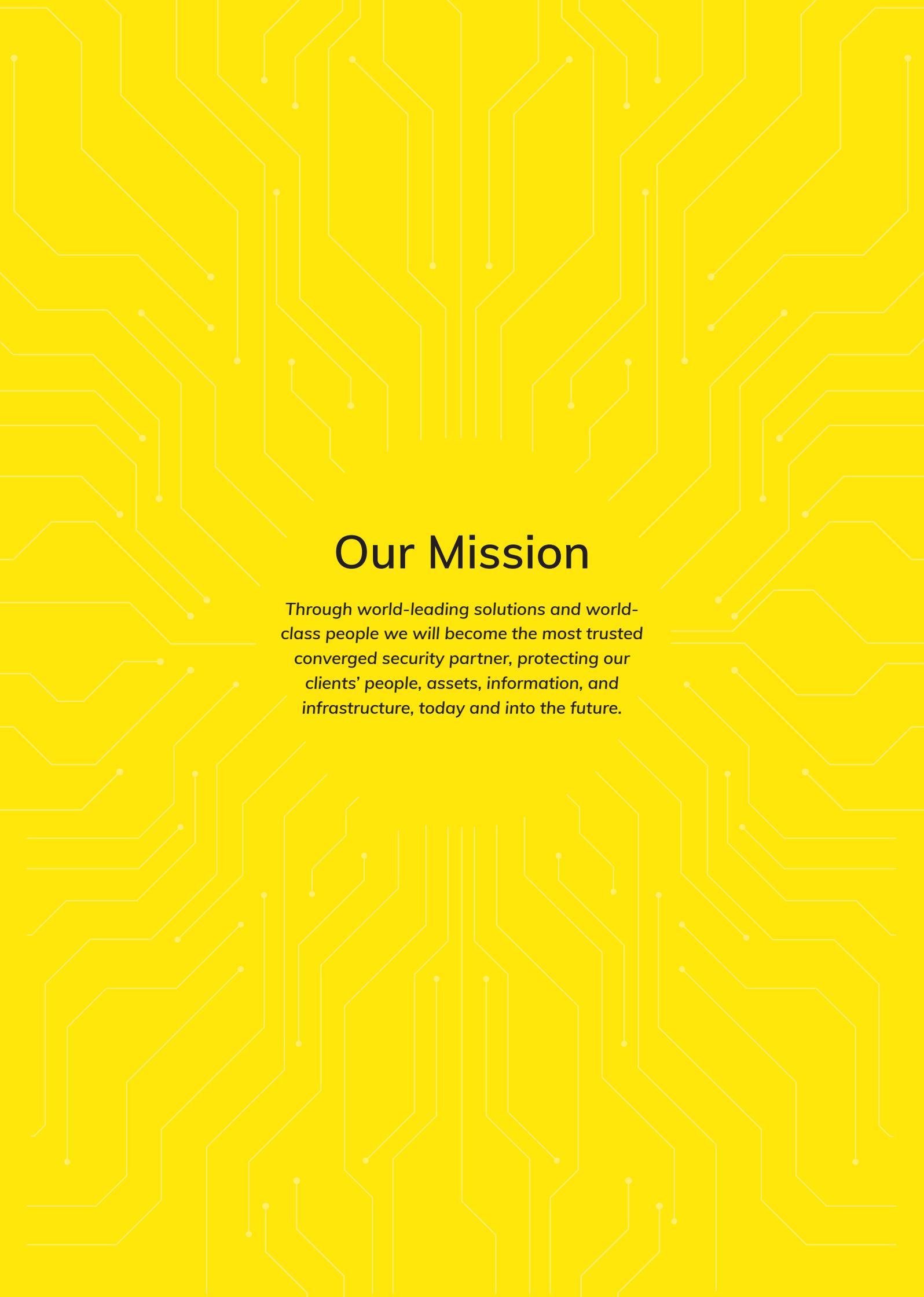
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converged security.  
converged thinking.

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# Our Mission

*Through world-leading solutions and world-class people we will become the most trusted converged security partner, protecting our clients' people, assets, information, and infrastructure, today and into the future.*



OPTIC SECURITY  
GROUP

# Your Security Risks. Managed.

# Our Values



## Trusted service

Winning trust by delivering outstanding service



## Open

Straightforward, transparent and honest in all we do



## Mutual respect

Acting with integrity, showing considerations for others



## A better way

Seeking new ways to continually improve what we do and how we do it



## Authentic diversity

Valuing difference, driving inclusion and balance in a place where everyone is welcome



## Partnerships

In it together, building strong working relationships for a shared future

converged security. converged thinking.

We are a single trans-Tasman organisation, with a unified management team and a 100% owned service delivery network.



## We are Optic

Optic Security Group is Australasia's largest independent provider of converged security (physical, personnel and information) risk management solutions, and we've been doing it for over 30 years.

We are excited to partner with you in establishing and enhancing your security risk strategy and governance, and in designing, integrating, installing, maintaining and servicing networked security systems, including:

- Access Control
- Video Surveillance
- Intruder Detection
- Perimeter Security
- Intercoms and Nurse Call
- Loss Prevention
- Cyber security solutions
- Converged Security Risk Assessment
- Penetration Testing
- Monitoring
- Staff & Visitor Management
- Business Continuity Planning
- Security System Finance Solutions

# Our Experience

The key to our success is we source and partner with only the highest quality suppliers, to bring leading edge IT and security solutions, to our clients. We support this with an expert team of security system designers & technicians plus a comprehensive service & maintenance offering that is second to none. We live & breathe Converged Security.

Our focus is to **customise efficient security solutions** that will expand and adjust to a client's changing needs, and which are **client risk-driven** rather than product-driven.

Just some of the organisations we work with:



# Our Technical Network Respected Professionals

We are a single trans-Tasman organisation, with a unified management team and a 100% owned service delivery network. Our experienced, 250+ strong team of passionate security professionals providing specialist security services to over 1,000 customers from locations across Australia and New Zealand. People are our most important asset.

Optic Security Group is an equal opportunity employer who takes pride in employing staff who are the “best in their field”. Our employees are key to the success of our organisation, and we provide great opportunities and conditions of employment that keep employee turnover low.

People are  
our most  
important  
asset.





# A Security Sector Leader

We partner with security conscious customers across a range of sectors - including government and defence, law enforcement and corrections, health and aged care, building and construction, transport and logistics, technology and communications, education and retail - to provide them with bespoke end-to-end security risk management solutions. There is no one size fits all.

Our deep channel partnerships with the leading manufacturers allow us to consistently update our offerings based on market trends and the latest technological innovations.

When it comes to managing security risk, it doesn't pay to leave things to chance. As a security leader, we promote and demonstrate best practice through our industry association memberships and our certification to several international standards, including:

- ISO 9001:2015 Quality Assurance
- ISO 14001:2015 Environmental Management
- ISO 45001:2018 Occupational Health and Safety

Optic Security Group brings unparalleled resource capability, keeping people, assets, and information safe.

We are Converged Security Specialists.





# A Converged Solution

Converged Security describes what the emerging security risks of today look like. As the world becomes more networked, the lines between digital and physical threats are blurring.

For example, even if sensitive data is protected by sound information security techniques, a thief can potentially steal it by breaching a premises' physical security controls - by tailgating or by even paying off contracted personnel. Conversely, a premises' physical security controls – which are usually IP networked – can be breached as the result of a cyber attack.

To address the converged security threats of today and tomorrow, Optic Security Group provides **fit-for-purpose solutions** covering the following security domains:

## Risk Management

This is about ownership of your security risk across the business. It includes threat/risk assessments, staff training, policies, and security risk management and business continuity planning.

## IT Solutions

Includes IT enablers, including cloud services, IT-as-a-Service, remote/home working solutions, video conferencing and IT professional services that ensure secure operational continuity for your organisation.

## Digital security

Includes information and cyber protection measures, such as firewalls and networking; monitoring of organisational traffic and behaviour, along with analytics, reporting, and alerting; monitoring of external threats; application and infrastructure testing.

## Physical security

Includes elements like CCTV cameras and video management systems; access control, including access cards, pin pads, and biometrics; remote worker safety; asset tagging and tracking; and even protection against threats like drones.



We deliver risk-based  
- not product-based -  
solutions

## Your Security Risks. Managed.

In accordance with our **Enterprise Security Risk Management (ESRM)** approach, our methodologies and solutions are aimed at lowering your exposure to security risks that could affect your organisation operationally, financially, or reputationally. We deliver risk-based – not product-based – solutions.

We will work closely with your Security and IT team to ensure security solutions are fit-for-purpose in terms of selection, design, deployment and maintenance, including regular risk, threat and vulnerability assessments and converged security audits.

We will ensure our delivery is also de-risked and reliable, including in relation to the availability of security product (supply chain) and equipment (including PPE), and appropriately qualified and experienced technical personnel, and Business Continuity Planning.

Optic Security Group recently employed a Risk Management approach in upgrading **Bundaberg Regional Council's** multi-site physical access control system. We identified that each site could be brought under a centralised access control system, and that the system could be integrated with a Visitor Management system in order to enable Council to better manage the health and safety of staff, contractors and visitors. Our solution minimised unnecessary ongoing costs while addressing a broader range of risks.



We consider the broad range of risks that potential security threats pose to an organisation, not just the physical risks that a security provider is typically limited to.

## Enterprise Security Risk Management Specialist

As an ESRM specialist, the Optic partnership approach focuses on auditing, identifying, assessing and managing the security risks that a client organisation is exposed to so that their people, information, assets, budget, culture and reputation are afforded maximum protection. We consider the broad range of risks that potential security threats pose to an organisation, not just the physical risks that a security provider is typically limited to.

Our ESRM approach to identifying and addressing your security system needs includes a systematised **asset management approach** to servicing and maintaining your security systems to minimise total cost of ownership and maximise reliability.

We will collect, analyse and maintain data on your security assets in order to ensure smooth running, effect timely patches and upgrades, and recommend improvements (including analytics) that make good sense within the client organisation's broader security management and building services context.

# Our Strategic Approach

The Optic Enterprise Security Risk Management (ESRM) framework is based on the ASIS International guideline **ASIS ESRM-2019**, which reflects the international standards **ISO 31000 Risk Management** and **AS/NZS HB167 Security Risk Management**. This strategic approach ensures our security solution is tailored to your enterprise risk. It informs everything we do.

ESRM CYCLE	OPTIC STREAMS	YOUR REQUIREMENTS MET
<b>1. Understand You</b> (Establish the Context)	1.1. Relationship Management	<ul style="list-style-type: none"> <li>Understanding your strategic, operational, and security risk context; Long-term partnership</li> </ul>
<b>2. Assess Your Risks</b> (Identify and Prioritise risks)	2.1. Risk Management	<ul style="list-style-type: none"> <li>Risk, Threat, Vulnerability Assessments; Converged Security Auditing and Advisory.</li> </ul>
	2.2. Continuity Management	<ul style="list-style-type: none"> <li>Business Continuity Planning; Emergency Management Planning.</li> </ul>
<b>3. Mitigate Your Risks</b> (Treat the risks)	3.1. Project Management	<ul style="list-style-type: none"> <li>Transition planning and execution; Solution delivery.</li> </ul>
	3.2. Financial Management	<ul style="list-style-type: none"> <li>As-a-Service / unique flexible commercial offerings; Pronto Xi ERP.</li> </ul>
	3.3. Asset Management	<ul style="list-style-type: none"> <li>Pronto Xi ERP; Asset Management (diagnostic/prognostic); Remote Access.</li> </ul>
	3.4. Knowledge Management	<ul style="list-style-type: none"> <li>Optic Academy; Change Management; Security Culture development.</li> </ul>
	3.5. Job Management	<ul style="list-style-type: none"> <li>24/7 Response; Client Success Team.</li> </ul>
<b>4. Continuous improvement</b> (Monitoring and Review)	4.1. Performance Management	<ul style="list-style-type: none"> <li>Real time and periodic Performance Reporting; Executive oversight.</li> </ul>
	4.2. Quality Management	<ul style="list-style-type: none"> <li>Review and Audit; Sustainability; Innovation Reporting; ISO processes.</li> </ul>



## Our Service Promise

Optic Security Group's national service delivery network:

- Offers a large cohort of skilled, experienced technicians
- High quality service and maintenance programs
- Responsiveness in accordance with your SLAs needs

Our state-of-the-art cloud-based PRONTO Xi ERP (Enterprise Resource Planning platform) delivers:

- Detailed quoting and 'real-time' job tracking
- Asset Management
- Preventative Maintenance Scheduling
- Full financial and accounts management
- Client Relationship Management
- Business analytics and intelligence
- Service desk capabilities

Our Client Success Team delivers:

- 24/7 helpline availability and response
- Timely & managed response to quotes and service requests

Remote Servicing:

We can save you the cost of a service call out\* due to our remote service capabilities.

*\*dependant on call & service type*

# Partnering for Success

Partnerships are based on trust, but they also work best when they get off to a good start. We understand the importance of a smooth transition that minimises the risks – and potential costs – of disruption, loss of organisational knowledge, and misunderstandings. Optic is experienced in transition planning for projects big and small, and our experienced qualified project managers ensure that work programs are kept on course, on time, and within agreed budget.

We will work with you to develop and implement a Transition Plan that gets things off to the best possible start – and keeps things that way.

## Planning & Implementation

- Appoint project manager
- Detailed project plan risk assessment
  - Site audits
- Existing system, pain points
  - Systems knowledge
- Agree on design philosophy

## Tasks and Activities

- Manage communication
- Familiarisation, induction & training
- Finalise SOPs, safety plans, resources and KPIs
- Ensure teams are suitably trained
- Set up ERP for accounting

## Consolidation

- Service commencement
- Monitor SOPs, resources & performance
  - Review all reporting
  - Quality review

## Post Transition

- Service Review - SOPs, Resources & Performance
  - Monitor
  - Client management,
  - Reporting, accounting

## Ongoing Service



**Don't leave your front door open, protect your security systems inside and out.**

## Your Security System Health Audit

Optic Security Group also offers Penetration Testing for you and your organisation. This type of testing is an essential first step to ensuring the security of your business or organisation's systems.

Want to know if someone can get into your network, and if they can, what they can do? Pen Testing allows you to assess your IT team's response to an attack. It is as fundamental as "checking the lock on your office front door and should be conducted at least annually.

External Infrastructure Penetration Testing is a combination of manual and automated testing of a client's public facing systems, where we simulate a malicious attacker on the internet. Public facing systems include servers that have public IP addresses which can be accessed by users on the internet – for example email and DNS servers.

Internal Penetration Testing simulates an internal attacker, potentially an employee or contractor, who has access to the internal network and how they might achieve access to facilitate unauthorised data disclosure, misuse, alter or destruct confidential information, including Non-Public Personal Information (NPPI).

Our partner Tesserent has conducted tens of thousands of security audits and penetration tests for clients of all sizes, industries and structures. They are trusted advisors and invest heavily in training their people in the leading tool sets for penetration testing.



Get peace of mind  
with a managed  
security service that  
operates 24/7

## Our Service and Your Maintenance

### **Service and maintenance to keep your security investment optimised**

Have you thought about your security systems once you install or upgrade? Optic Security Group has a team of qualified and experienced security professionals on hand to ensure that your investment in protecting your people, information and assets is kept up to date and optimised whether that be hardware, software or procedure.

### **Maximise your investment in your security infrastructure investment**

To maximise the performance, integrity, and longevity of installed systems, Optic Security Group offers service and maintenance programs across Australia and NZ.

- Keep your investment maintained to ensure value for money.
- Ensure your system continues to meet your design criteria.
- Take advantage of manufacturer updates to software.
- Maintain compliance and insurance requirements.
- Ensure operator training and system use is optimised.
- Avoid personnel costs with embedded certified specialists at the site.
- Reduce budget variance associated with ignored upgrades and repairs.



# OPTIC SECURITY

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