

Capability Statement

2023



OPTIC SECURITY
GROUP

converged security. converged thinking.

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YOUR TRUSTED SECURITY PARTNER

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For risk-conscious organisations, Optic Security Group provides end-to-end security risk management solutions that unify and amplify your security, safety, continuity, risk, and resilience capabilities.

Taking the piecemeal out of security and delivering organisational peace of mind.

We are Australasia's award-winning pioneer of converged security solutions.



**Your Security Risks.
Converged. Managed. Solved.**

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

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



We are Optic

Our solutions and services include:

- Integrated Security Systems
- Access Control Systems
- Video Surveillance (CCTV)
- Intrusion Detection Systems
- Physical Security Installations
- Visitor Management Systems
- Intercoms and Nurse Call
- Alarm Monitoring Services
- IT and Cyber Security Solutions
- Site Security Risk Assessments
- Security Risk Advisory Services
- Business Continuity Planning
- Security System Finance Solutions

Optic Security Group is Australasia's largest independent provider of security and safety risk management solutions, and we've been doing it for over 30 years.

We deliver risk-based **converged security solutions** – solutions that protect organisations from threats to their physical and information security, their people's safety, their business continuity, and their organisational resilience.

As a **trusted partner** of many of Australasia's most security conscious organisations, we advise on security risk strategy, management, and governance, and we design, integrate, install, maintain and service networked electronic security systems that deliver Return on Security Investment.



Respected Professionals

Our 200+ team of passionate licensed security professionals possess skills honed in some of Australasia's most demanding security settings. Certified across a range of vendor systems and competencies, many of our security technicians hold AGSVA clearances.

Optic Security Group is an equal opportunity employer who takes pride in employing professionals who are among the **best in their field**. Our employees are key to the success of our organisation, and we provide excellent opportunities and conditions of employment that keep morale high and turnover low.

As high performers, our teams are frequently recognised within the security sector via a range of awards and accolades, including:

- 2023 & 22 New Zealand Security Industry Awards (Winners and Finalists)
- 2023 & 22 New Zealand Outstanding Security Performance Awards (Winners and Finalists)
- 2022 OSPA & ASIAL Australian Security Awards (Winners & Finalists)
- 2022 & 21 Axis Oceania Partner Awards - Australia & New Zealand (Winners)
- 2021 APAC CIO Outlook Top Cyber Security Companies (Winners)
- 2019 Australian Security Industry Awards for Excellence (Winners)
- 2019 New Zealand Security Industry Awards (Finalists)



Industry Leading Partners

We maintain deep partnerships with the most trusted suppliers of security systems and components. This maximises our supply chain security and resilience and ensures that we deliver outcomes to our clients that are:

- **On time:** our partnerships ensure maximum product availability, delivering on-time solutions and minimal down-time.
- **On budget:** our buying power delivers value for money, and the quality of our solutions and service minimises Total Cost of Ownership.
- **Secure:** our approach to supply chain security underpins the integrity of our solutions, ensuring they are free of nasty vulnerabilities.

Our focus is to customise efficient security solutions that are tailored to a client's security risks, and that will expand and adjust to a client's changing needs. Some of our trusted partners include:



Certified Channel Partner
High Security



MOTOROLA SOLUTIONS

GEUTEBRUCK



Our Clients

Our clients include some of Australasia's most security conscious organisations within the Government, Defence, Critical Infrastructure, Health & Aged Care, Justice and Law Enforcement, Education, Enterprise, Transport & Logistics, and Retail sectors.

We provide our clients with bespoke end-to-end security and safety risk management solutions. There is no one size fits all. We seek trusted client partnerships in which our clients benefit from solutions and advice that stay ahead of emerging threats and evolving technologies.

Just some of the organisations we work with:



Our Technical Network

Optic Security Group is a single trans-Tasman organisation, with a unified management team and a 100% owned service delivery network. For over 30 years we have specialist security services to over 1,000 customers from locations across Australia and New Zealand.

Our branches extend across six Australian territories and New Zealand's north and south islands, from Perth and Broome in the west to Auckland and Wellington in the east, and from Darwin and Cairns in the north, to Melbourne and Christchurch in the south.



People, are
our most
important
asset.





**Converged security.
Converged thinking.**

A Converged Solution

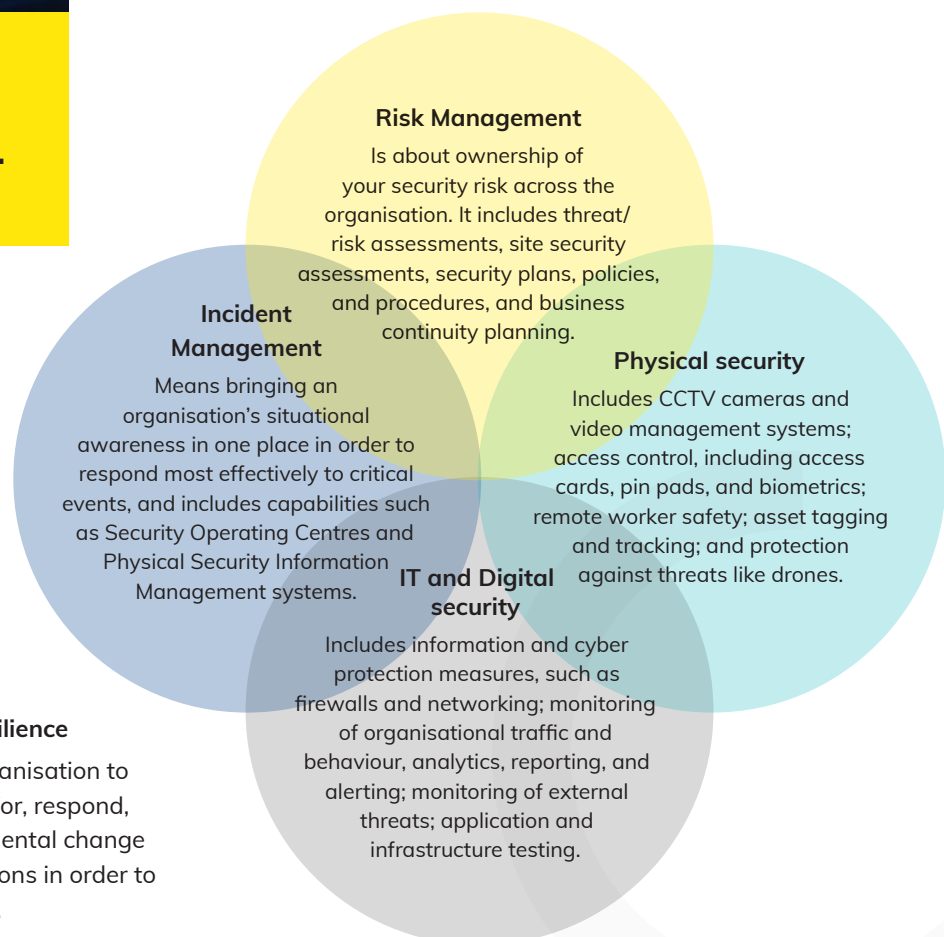
The contemporary security environment is constantly raising up novel combinations of security risks to organisations – from international instability and pandemic-related threats to malicious insiders and cyberattacks. In turn, these are driving increasingly rigorous regulatory requirements around privacy, data protection, and critical infrastructure security.

The challenge for senior leadership teams is to position their organisation to achieve visibility across its physical and cyber security, health and safety, and risk functions; it's about being across the threat spectrum, from asset protection and life safety, to privacy, data protection, regulatory compliance, and organisational resilience.

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

Organisational Resilience

The ability of an organisation to anticipate, prepare for, respond, and adapt to incremental change and sudden disruptions in order to survive and prosper.





We consider the broad range of risks 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

At Optic Security Group, we assist organisations to make evidence-based decisions in relation to their security spend. Understanding the nature of your security risks positions you to make the most appropriate decisions around the right security treatments.

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, finances, culture and reputation are afforded maximum protection. We consider the broad range of risks that potential security threats pose to an organisation.

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 that make good sense within the client organisation's broader security management and building services context.



Government Security Leader

PROTECTING NATIONAL INTERESTS

From sites in the nation's capital and metropolitan centres around Australia to the air and seaports at our borders, Optic Security Group delivers converged security solutions that protect people, information, and assets in the national interest.

Working with sensitive components in sensitive networked settings, we are trusted by a range of Commonwealth and State and Territory Government departments, Defence establishments, and federal law enforcement agencies to keep them secure.

OUR PEOPLE

Our experienced licensed High Security Technicians hold Australian Government Security Vetting Agency (AGSVA) clearances and have extensive experience in designing, developing, deploying, maintaining, and enhancing systems within a range of high security settings.

And they do so in accordance with applicable legislation and adhere to relevant government guidance, including the Protective Security Policy Framework (PSPF), *Australia's Strategy for Protecting Crowded Places from Terrorism*, the Australian Cyber Security Centre (ACSC) *Information Security Manual (ISM)* and Essential Eight, and in accordance with our ISO certified Quality Management System.

OUR PARTNERS

In addition to the experience and skills of our technical teams, Optic brings a wealth of expertise to large-scale public safety projects, including project management expertise, superior buying power, and channel partner relationships.

Our supply chain is made up of security system vendor partners trusted within the public sector, including Axis Communications, Avigilon, Motorola Solutions, Milestone, Gallagher, CIC Technology, Indigo Vision, Geutebrück, and many others. In 2021 we were the proud winners of Axis Communications' award for government channel partner of the year in both Australia and New Zealand.

We're also proud of our status as an authorised installer of Gallagher's Type 1A solutions endorsed by the Australian Government Security Construction and Equipment Committee (SCEC). Gallagher's Type 1A solution manages alarms, monitors sensors, and defends system integrity at the highest security sites.



OUR SOLUTIONS

In addition to delivering whole-of-lifecycle services in relation to networked integrated security systems – from design, installation, and deployment through to service and maintenance, upgrade, and disposal – Optic Security Group provides security risk advisory services and develops innovative bespoke solutions to solve unique problems.

Innovation, for example, is at the heart of our Safer Suburbs CCTV solution for the South Australian Department of Planning, Infrastructure and Transport (DPTI). Comprehensive and specialised, the Safer Suburbs specification called for a high level of customisation and intimate knowledge in networking, switch and port protocols, and customisation of network servers/network switches.

In a complex networked environment, our DPTI team worked across a range of networks, switches, servers, and software, writing high level Interfaces, and achieving additional complex integrations. Our upgrade of DPTI's Traffic Management Centre delivered a video IP upgrade enabling users to switch up to 10,000 cameras to over 500 monitor panes across 16sqm of video wall with ease. The result? Safer road and rail networks.

Our security risk advisory service provides our clients with evidence-based assessments of their security risks, and recommends PSPF compliant treatments to manage them. From international instability and pandemic-related threats to malicious insiders and cyberattacks, our advice enables senior leadership teams to position their organisations to achieve visibility across the threat spectrum.

We manage our government clients' security risks so that they can focus on securing Australia's future.



**SCEC endorsed.
AGSVA cleared.**

An Experienced Defence Security Partner

Protecting those who protect us

It doesn't get more critical than this. Collins Class submarines, F-35A Lightning II aircraft, Tiger armed reconnaissance helicopters, and M1 Abrams Tanks are some of the assets protected by Optic Security Group via Type 1A security systems we provide to the Australian Department of Defence and approved contractors.

The provision of security solutions Australia's Defence and National Security ecosystem involves working with sensitive components in sensitive settings, and we are trusted by a range of Defence establishments, Defence Industry organisations, and federal law enforcement agencies to do just that.

Our people

Our experienced licensed High Security Technicians hold Australian Government Security Vetting Agency (AGSVA) clearances and have extensive experience within a range of Defence settings from Robertson Barracks in the north to RAAF Edinburgh in the south and RAAF Amberley in the east.

Based in locations across several states and territories, our teams deploy continuously to some of the harshest, most remote settings in the country in order to deliver, maintain, and improve mission critical systems.

And they do so in accordance with applicable legislation and adhering to relevant government guidance, including the Protective Security Policy Framework, the Australian Cyber Security Centre (ACSC) Information Security Manual (ISM) and Essential Eight, and in accordance with our ISO certified Quality Management System.



Defence Sales Catalogue Supplier

Our partners

We have strong partnerships with a range of major defence suppliers, including BAE Systems, Serco, Lendlease, and Sitzler. Our supply chain is made up of security system vendor partners trusted by the Defence and National Security sector, including Axis Communications, Avigilon, Motorola Solutions, Milestone, Gallagher, CIC Technology, Indigo Vision, Geutebrück, and many others. In 2021 we were the proud winners of Axis Communications' award for government channel partner of the year in both Australia and New Zealand.

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Our solutions

In addition to delivering whole-of-lifecycle services in relation to networked integrated security systems – from design, installation, and deployment through to service and maintenance, upgrade, and disposal – Optic Security Group provides security risk advisory services and develops innovative bespoke solutions to solve unique problems.

One of our recent innovations, the Optic Mobile CCTV Surveillance Unit, was featured in the 2022 Australian Defence Sales Catalogue. With an 'anywhere-everywhere' mobile CCTV camera, infrared/thermal capabilities, HD recording, and instant alarm notification, these ruggedised units can be deployed rapidly to deliver 24/7 autonomous surveillance.

Having benefitted by continuous development over a decade of use by law enforcement in some of the toughest environments in Australia, recent upgrades to these units include a new four-meter galvanised mast with multiple lock-off points and increased security, a Motorola Reaper HD LPR camera, improved solar panel capabilities, an internal generator and multiple access points.

Our security risk advisory service provides our clients with evidence-based assessments of their security risks, and recommends treatments to manage them. From international instability and pandemic-related threats to malicious insiders and cyberattacks, our advice enables senior leadership teams to position their organisations to achieve visibility across the threat spectrum.

We manage our clients' security risks so that they can get on and achieve their mission.



Local Government Security Leader

SUPPORTING SAFER COMMUNITIES

Councils are being challenged to deliver services to their communities more accessibly, efficiently, and sustainably and to do so by investing in future-focused and IoT-enabled 'smart' solutions.

CCTV and alarm networks, parking meters, water meters, environmental sensors, and myriad other IoT devices provide new streams of data to councils in volume and in real-time, but they must be protected by adequate security controls. Optic Security Group can assist your local government organisation to future-proof its management of security risks.

OUR PEOPLE

Our experienced security design architects and technicians are trusted by government, law enforcement, emergency services, and civic facilities across Australia & New Zealand to develop, design, install and implement systems to protect people, information, and assets.

And they do so in accordance with applicable legislation and adhere to relevant government guidance, including the Protective Security Policy Framework (Australia) and the Protective Security Requirements (New Zealand), government 'crowded places' guidance, security of critical infrastructure requirements, and in accordance with our ISO certified Quality Management System.

OUR PARTNERS

In addition to the experience and skills of our technical teams, Optic brings a wealth of expertise to large-scale public safety projects, including project management expertise, superior buying power, and channel partner relationships.

Our supply chain is made up of security system vendor partners trusted within the public sector, including Axis Communications, Avigilon, Motorola Solutions, Milestone, Gallagher, CIC Technology, Indigo Vision, Geutebrück, and many others. In 2021 we were the proud winners of Axis Communications' award for government channel partner of the year in both Australia and New Zealand.

We also partner with leading Physical Security Information Management (PSIM) system platforms that provide 'single pane of glass' visibility across organisations' security ecosystem. PSIM systems can integrate electronic security controls with guarding and patrols, open-source intelligence, GIS mapping and analytics systems to provide end-to-end security visibility.



Award-winning 'Smart City' solutions

OUR SOLUTIONS

As a security solution provider, we understand that security is best understood, not as a barrier, but as a business enabler. Risk-based approaches to security that seek to understand an organisation's risk context, risk experience, and risk appetite tend to avoid the pitfalls of 'security for security's sake' we focus on delivering right-sized security solutions so organisations can achieve their business objectives.

In addition to delivering whole-of-lifecycle services in relation to networked integrated security systems – from design, installation, and deployment through to service and maintenance, upgrade, and disposal – Optic Security Group provides security risk advisory services and develops innovative bespoke solutions to solve unique problems.

Innovation, for example, is at the heart of our #SmartDarwin CCTV solution. When Darwin City Council sought 21st century data-enabled technology solutions to reduce crime, improve public safety and monitor pedestrian and traffic flows, they looked to us to design, supply, install, and maintain a smart CCTV system in key areas of interest in the CBD. Delivered on time and on budget, the project took out the 2019 Australian Security Industry Association award for 'Special event or project over \$500,000'.

We work at the cutting edge of IP and IoT technologies to deliver connected 'smart' solutions that provide rich streams of data and business analytics enable services. The result? Broader business outcomes, improved end-user experiences, faster responses to incidents, and communities that are more engaged, more sustainable, more resilient.

Our security risk advisory service provides our clients with evidence-based assessments of their security risks, and recommends PSPF compliant treatments to manage them. From international instability and pandemic-related threats to malicious insiders and cyberattacks, our advice enables senior leadership teams to position their organisations to achieve visibility across the threat spectrum.



**Physical & Cyber
converged security
solutions partner.**

An Experienced Critical Infrastructure Partner

Securing the sectors that we rely on

Critical infrastructure includes the assets, systems, and networks vital to the security, economic security, public health, and safety of our society. From the banking system to telecommunications, power stations to agricultural production and healthcare we are all dependent on resilient critical infrastructure sectors.

Optic Security Group delivers converged security advisory services and solutions that protect critical infrastructure assets. Working with mission critical security components in sensitive networked settings, we are trusted by a range of critical infrastructure providers to keep their operations secure from physical, cyber, cyber-physical, and personnel threats.

OUR PEOPLE

Our experienced security risk consultants, design architects and technicians have extensive experience in designing, developing, deploying, maintaining, auditing, and enhancing security systems within a range of high security, high-volume, and always-on settings.

And they do so in accordance with applicable legislation and policy, such as the Security of Critical Infrastructure Act 2018, the Protective Security Policy Framework (PSPF), Australia's Strategy for Protecting Crowded Places from Terrorism, and the Australian Cyber Security Centre (ACSC) Information Security Manual (ISM), and in accordance with our ISO certified Integrated Management System.

OUR PARTNERS

Our supply chain is comprised of security system vendor partners trusted in the critical infrastructure space, including Axis Communications, Avigilon, Motorola Solutions, Milestone, Gallagher, CIC Technology, Indigo Vision, Geutebrück, Gunnebo, and many others. Our deep channel partner relationships ensure maximum supply chain security, buying power, and favourable pricing.

We also partner with leading Physical Security Information Management (PSIM) system platforms that provide 'single pane of glass' visibility and integrate electronic security controls with guarding and patrols, open-source intelligence, GIS mapping and analytics systems.



OUR SOLUTIONS

In addition to delivering whole-of-lifecycle services in relation to networked integrated security systems – from design, installation, and deployment through to service and maintenance, upgrade, and disposal – Optic Security Group provides cyber-physical security risk advisory and security audit services.

Cyber-Physical Security Advisory

Critical infrastructure sectors are major targets of malicious state and non-state cyber actors. Their vulnerability to cyberattack and sabotage was a driver to recent amendments to the *Security of Critical Infrastructure (SOCI) Act* that has expanded the sectors and asset classes the SOCI Act applies to, and has introduced new obligations.

With clients ranging from national healthcare providers to airlines, our evidence-based security risk advice enables senior leadership teams to position their critical infrastructure organisations to achieve visibility across the threat spectrum, manage their security risks, and plan for ongoing security resilience.

Smart security, resilient communities

When Darwin City Council sought 21st century data-enabled technology solutions to reduce crime, improve public safety and monitor pedestrian and traffic flows, they looked to us to design, install, and maintain a smart CCTV system in the CBD. Delivered on time and on budget, our #SmartDarwin project took out the 2019 Australian Security Industry Association award for 'Special event or project over \$500,000'.

We work at the cutting edge of IP and IoT technologies to implement connected 'smart' solutions that deliver improved end-user experiences, faster responses to incidents, and communities that are more engaged, more sustainable, more resilient.

Project delivery without disruption

Our Brisbane team recently completed a complex integrated electronic security solution for Gold Coast Airport's \$260 million Southern Terminal Expansion. Integrated into a live airport, the project required an extremely flexible custom designed and fully engineered solution, including installation and staging in a live terminal constantly in operation.

The Optic team implemented a front-footed approach, ensuring system components were pre-staged and ready to be installed within limited timeframes, in often restricted access areas, and in a private and public sector multi-stakeholder setting.

timeframes, in often restricted access areas, and in the context of a private and public sector multi-stakeholder setting.



The right solutions
for specialised health
facilities.

A Trusted Health Sector Partner

Delivering end-to-end security in health and aged care

It makes inherent sense in the clinical world: health professionals prescribe and administer treatments based on an assessment of the patient and a symptoms-based diagnosis. Assessment first, then diagnosis and treatment.

It makes sense in the security world too. Security professionals identify and implement security solutions as the result of an assessment of an organisation and the specific security risks it faces.

Yet, all too often, organisations tend to jump into decisions to invest in physical solutions, such as CCTV cameras, access control systems, perimeter fencing, gates, and alarms, without first understanding exactly what it is they're needing to protect and what they're needing to protect it from.

At Optic Security Group, we assist organisations to make evidence-based decisions in relation to their security spend. Understanding the nature of your security risks positions you to make the most appropriate decisions around the right treatments.

Diagnosis: Assessing security risk

The security risk contexts of health and aged care facilities vary considerably. From external factors such as the neighbourhood they are located in, prevailing crime conditions, and whether they're public or private, to internal factors such as their security governance, the presence of clinics and pharmacies, the nature of their services, the state of their existing security controls, and the nature of their risk appetite, there's myriad factors at play."

A trusted partner to a range of clients within the sector, Optic Security Group delivers advisory services that assist organisations to identify their security threats and vulnerabilities and to develop a tailored security risk management plan and roadmap for action.

In accordance with the ISO31000 Risk Management standard, we follow a collaborative evidence-based approach to providing our clients with a clear picture of their risk context and where their security gaps present.

The duty of health and aged care providers to protect their people, data, and assets is prescribed in legislation such as the Security of Critical Infrastructure Act, Privacy Act, and Workplace Health & Safety Act. We equip our clients to make informed, defensible security decisions that meet these requirements and stack up to external scrutiny."



Treatment: The right security solutions

Once the security risks are understood, the right security treatments can follow. Optic Security Group has deep channel partnerships with vendors trusted by hospitals and healthcare providers across Australasia for industry leading security, safety, communications, and incident response systems.

Our nationwide network of offices and skilled technical teams enable us to deliver responsive servicing, maintenance and asset management, ensuring your CCTV, access control, duress, Nurse call, visitor management, intruder detection, and remote worker systems are doing what they've been installed to do with minimal downtime.

Rapid response and support

The importance of speed in response to an emergency is perhaps better understood in healthcare than anywhere else. Fit-for-purpose and reliable security controls such as CCTV, access control, and intruder detection systems are critical for ensuring rapid responses by security personnel to alarms and incidents. Our 24/7 monitoring and servicing operations provide around-the-clock support for when you need it the most.

Visitor management and staff safety

Often the first clinical point of contact for patients, nurses are particularly vulnerable to violence by patients and visitors. In addition to public messaging and other forms of deterrence, duress systems can facilitate a quick security presence. Additionally, Visitor Management Systems are fast becoming important tools for keeping track of people onsite, and remote worker solutions support staff engaging with patients off-site.

Cyber security and data protection

In its 2020 Health Sector Snapshot, the Australian Cyber Security Centre (ACSC) reported that cybersecurity incidents relating to the Australian healthcare sector increased by 90% in 2020 compared to 2019, with ransomware attacks paralysing hospitals on both sides of the Tasman in recent times. As a provider of converged security services, we can protect your people, facilities, and your data.

Latest, best in class technologies

We have deep channel partnerships with vendors trusted by health and aged care providers across Australasia for industry leading security, safety, communications, and incident response systems. Our partnerships with the leading manufacturers, including Care Tech Systems, Local Alarm Solutions (LAS), HealthSafe SecurePass, and many others, allow us to consistently update our offerings at the most competitive prices possible.



**'Smart Campus'
security solutions.**

Education Security Leader

DELIVERING SAFE AND SECURE CAMPUSES

The education sector has never been so competitive. As schools and universities look to differentiate themselves from competitors and leverage their reputations to maximise enrolments, the effective management of safety and security risks looms as a strategic priority. At the same time, smart campus technologies present opportunities to derive greater data-driven benefit from security systems than ever before.

Having been a trusted security risk solutions partner to educational institutions for decades, we understand the unique safety and security challenges of the sector and protecting institutions and their campuses, students, staff and operations from disruption and harm.

OUR PEOPLE

Our experienced licensed security design architects and technicians are trusted by schools and tertiary institutions across Australia & New Zealand to develop, design, install and implement systems to protect their people, information, assets, and reputations.

And they do so in accordance with applicable legislation and relevant government guidance, including the Protective Security Policy Framework (Australia) and the Protective Security Requirements (New Zealand), government 'crowded places' guidance, security of critical infrastructure requirements, and in accordance with our ISO certified Quality Management System.

OUR PARTNERS

With an extensive track record in campuses across Australia and New Zealand, we work at the cutting edge of IP and IoT technologies that deliver 'connected' solutions, such as multi-campus security management and smart campus safety management:

Visitor management and staff safety

Visitor Management Systems are fast becoming important tools for keeping track of contractors and visitors at schools, particularly for the purposes of COVID contract tracing and Health & Safety. A visitor management system keeps track of people entering and exiting your school buildings, keeping a record of visitors' names, phone numbers, people they are visiting, address, and photograph. Staff safety is just as important – and potentially more challenging – offsite, and to support staff engaging in projects away from campus we can also advise on a range of remote worker security solutions.



Cyber security and data Protection

The protection of information by universities has come under focus in recent years as a number of Australian universities have been subject to cyber security attacks. These attacks highlight the risks posed by data breaches and the potential impact on thousands of students, staff, and research participants. As a provider of converged security services, we can protect your people and facilities – and your data, including advising on your organisation's information security, data protection and privacy strategies.

Multi-campus security

Institutions are often located across multiple campuses, and sometimes across multiple cities. Historically, each campus' security systems tended to be managed independently, but connectivity means that systems across multiple sites can now be monitored and managed centrally.

Centralised security management platforms provide 'single pane of glass' visibility across your security ecosystem, from access control and video surveillance to intruder detection and alarms.

Physical Security Information Management (PSIM) systems can integrate these with guarding and patrol, GIS mapping and analytics systems to provide end-to-end visibility of your security controls.

Importantly, centralised security management delivers efficiency savings, anywhere/anytime access, real-time reporting, and business continuity benefits. Talk to us about how centralised management can enhance your campus security operations.

Smart campus safety management

The traditional paradigm of good lighting, CCTV and security patrols is a far cry from what security solutions can offer in the age of the Internet of Things. Connected security services improve end-user experiences and enable faster responses to incidents, providing students and their families peace of mind.

For institutions, smart campus technologies provide rich streams of data and business analytics enabling them to make campus services more engaging, more efficient, and more sustainable. They allow campuses to be open and inviting yet visible and secure. Our solutions architects are experienced in the design of security systems that deliver broader business outcomes.

- Smart campuses deliver improved security and safety:
- Student Id and payment integrations improve student experience.
- Geofencing, smart locks, and smart Id cards improve access control.
- Digital signage and notifications deliver alerts for quick evacuations.
- Smart IP video provides behavioural and facial recognition analytics.
- Smart Lockers and safe car park solutions.



Land. Sea. Air.

Transport & Logistics Security Leader

KEEPING AUSTRALIA MOVING

From the motorways and railways of Australasia to the air and seaports at our borders, Optic Security Group delivers converged security solutions that protect people, information, and assets across the transport and logistics sector.

Working with sensitive components in sensitive networked settings, we are trusted by a range of Commonwealth and State and Territory Government agencies and private sector operators to keep their transport networks, logistics hubs, terminals – and the people and goods that pass through them – secure.

OUR PEOPLE

Our experienced security design architects and technicians have extensive experience in designing, developing, deploying, maintaining, and enhancing systems within a range of mission critical, high-volume, and always-on settings.

And they do so in accordance with applicable legislation, such as the Security of Critical Infrastructure Act 2018, adhering to relevant government guidance, including the Protective Security Policy Framework (PSPF), Australia's Strategy for Protecting Crowded Places from Terrorism, and the Australian Cyber Security Centre (ACSC) Information Security Manual (ISM), and in accordance with our ISO certified Integrated Management System.

OUR PARTNERS

In addition to the experience and skills of our technical teams, Optic brings a wealth of expertise to large-scale public safety projects, including project management expertise, superior buying power, and channel partner relationships.

Our supply chain is made up of security system vendor partners trusted when it comes to large-scale public projects, including Axis Communications, Avigilon, Motorola Solutions, Milestone, Gallagher, CIC Technology, Indigo Vision, Geutebrück, Gunnebo, and many others. Our deep channel partner relationships ensure maximum supply chain security, buying power, and favourable pricing.

We also partner with leading Physical Security Information Management (PSIM) system platforms that provide 'single pane of glass' visibility across organisations' security ecosystem. PSIM systems can integrate electronic security controls with guarding and patrols, open-source intelligence, GIS mapping and analytics systems to provide end-to-end security visibility.



OUR SOLUTIONS

In addition to delivering whole-of-lifecycle services in relation to networked integrated security systems – from design, installation, and deployment through to service and maintenance, upgrade, and disposal – Optic Security Group provides security risk advisory services and develops innovative bespoke solutions to solve unique problems.

Innovation, for example, is at the heart of our Safer Suburbs CCTV solution for the South Australian Department of Planning, Infrastructure and Transport (DPTI). Comprehensive and specialised, the Safer Suburbs specification called for a high level of customisation and intimate knowledge in networking, switch and port protocols, and customisation of network servers/network switches.

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In another large transport sector project, our Brisbane team recently completed a complex integrated electronic security solution for Gold Coast Airport's \$260 million Southern Terminal Expansion. Integrated into a live airport throughout the build process, the project required an extremely flexible custom designed and fully engineered solution, including installation and staging in a live terminal constantly in operation.

The Optic team implemented a front-footed approach, ensuring system components were pre-staged and ready to be installed within limited timeframes, in often restricted access areas, and in the context of a private and public sector multi-stakeholder setting.

In addition to our design, install, and service and maintenance solutions, our security risk advisory service provides our clients with evidence-based assessments of their security risks, and recommends PSPF compliant treatments to manage them. From international instability and pandemic-related threats to malicious insiders and cyberattacks, our advice enables senior leadership teams to position their organisations to achieve visibility across the threat spectrum.



**We think of
your staff,
your customers,
your revenue.**

Retail Security Leader

DELIVERING CUSTOMER-CENTRIC SECURITY

From Woolworths to Kmart, Freedom to Countdown, Freedom to Farmers, Optic Security Group has provided security solutions to some of the biggest names in retail across Australia and New Zealand.

Having been a trusted security risk solutions partner to retail operators for decades we understand the unique safety and security challenges of the sector and the importance of getting the most out of your security system to protect profits and to collect business data to maximise store efficiencies.

OUR PEOPLE

No matter the style of retail or hospitality business – supermarket or clothing chain, multiple location outlets, high end fashion or FMCG, securing your inventory, protecting revenue targets, and employee productivity are your keys to success. Our experienced licensed security design architects and technicians are trusted by retailers and across Australia & New Zealand to develop, design, install and implement systems to protect their staff, premises, and stock, and to deliver more than just security.

Our teams understand the retail environment, and work with you to ensure our security installations are completed with minimal disruption and without impacting on the customer experience. Our ISO certified Quality Management System and adherence to international and industry standards ensures optimal results.

OUR PARTNERS

We have deep channel partnerships with security system vendors trusted by retailers and shopping mall operators across Australasia for industry leading CCTV camera surveillance, access control, alarm systems, and RF/Rfid Electronic Article Surveillance, including Axis Communications, Checkpoint, Pelco, Tecom, Inner Range, ICT, CIC Technology, and many others. Our partnerships with the leading manufacturers ensure strong supply chain security, and allow us to consistently update our offerings based on market trends and the latest technological innovations, and to do so at the most competitive prices possible.



OUR SOLUTIONS

Modern security systems, such as CCTV cameras, Access Control Systems, and alarms are IP enabled, which means they can be networked and managed via the internet. They also come with built-in analytics, which means they can collect and process data for a range of purposes, from customer hot-spotting and store layout optimisation to queue counting and footfall analysis.

Multi-store security

Retailers often across multiple sites and multiple cities. Whether you operate branch stores or a network of franchises, security systems have tended to be managed independently, but IP connectivity now means that distributed security systems can now be monitored and managed centrally.

Centralised security management platforms provide 'single pane of glass' visibility across your security ecosystem, from access control and video surveillance to intruder detection and alarms. They also enable remote servicing and other efficiencies that reduce your ongoing security bills.

Smart store management

The traditional paradigm of CCTV and alarms is a far cry from what security solutions can offer in the age of the Internet of Things. With the smarts to count queues and map the in-store customer journey, security systems can provide rich streams of data and business analytics to improve store efficiencies, inform shift scheduling, and enhancing the customer experience.

The latest Electronic Article Surveillance (EAS) technologies minimise stock losses and they look good too. RFID labels drive sales optimisation through superior, real time inventory control, and avoiding events such as 'out of stock' situations.

Protection against crime

In addition to our design, install, and service and maintenance solutions, our security risk advisory service provides our clients with evidence-based assessments of their security risks, and solutions to manage them. From ram-raiders and smash-and-grabbers to malicious insiders and cyberattacks, our advice empowers retailers to protect their staff and their product.

Whether you operate supermarkets, jewellery stores, pharmacies, service stations, convenience stores, clothing outlets or liquor stores, our retail teams can provide you with the information you need to make informed choices around fit-for-purpose security measures, from cameras to fog cannons, alarms to bollards, from lighting to security practices aimed at preventing crime in your premises.

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



**Real People.
Real Time.
Real Service.**

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 SLA's needs

Our state-of-the-art 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* with 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.



A managed security
service operating 24/7.
For your 'peace of mind'.

Service and Maintenance

Service and maintenance to keep your security investment optimised

Your security system is an investment, it works hard, and its ability to protect your organisation is dependent upon it operating effectively and with minimal downtime.

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, fit for purpose, and optimised.

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 and total cost of ownership minimised.
- 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 the costs and disruption resulting from system failure.
- Reduce budget variance associated with ignored upgrades and repairs.



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Your Security Risks.
Converged. Managed. Solved