

New Zealand Ministry of Justice

CHALLENGE

The integrity and security of the justice system is a cornerstone of a fair and safe society, and delivering security to New Zealand's several dozen law courts is an important and massive undertaking. In addition to the big cities, courts are located in towns throughout the country – from Kaitia to Westport, Waipukurau to Blenheim – and no matter where a judge is presiding, high-performing electronic security systems are relied upon to keep the wheels of justice turning safely.



PARTNERSHIP

Optic Security Group has been the New Zealand Ministry of Justice's trusted electronic security partner since 2007, **delivering design, installation, integration, service, maintenance, and upgrades of electronic security (access control, duress and intruder alarm systems, and CCTV) solutions.**

Over the past 14 years, Optic has established a proven track record of effectively managing the Ministry's critical security system assets. Our justice team know the Ministry's buildings and services inside-out, and we have collaborated with the Ministry over many years to develop a significant body of IP relating to the intricacies of its security systems, people, and processes.

Optic was the security services provider for the \$300 million 42,000 sqm Christchurch Justice & Emergency Services Precinct project, which was led by the Ministry of Justice. It's the largest multi-agency government co-location project in New Zealand's history and the first major public buildings to be completed in Christchurch following the earthquakes of 2010 and 2011. Officially opened in September 2017, this was a three-year security project, which saw us **integrate 1,000 access control doors within an integrated electronic access control and intruder detection system, 500 IP CCTV cameras, intercoms, and wireless duress systems into a state-of-the-art control centre.**

More recently, we've worked with the Ministry on a nationwide platform standardisation to **Gallagher access control, Milestone video management and Axis surveillance camera systems**, providing a robust and future-leaning infrastructure for protecting court workers and visitors.

Delivering locally via our nationwide network of experienced technicians and subcontractor partners, Optic's dedicated Ministry team provides specialist technical account management, customer service, operations support, and project management. All technicians within the team have extensive hands-on experience supporting security systems at Ministry sites, including understanding the operational nuances of key third party integrations and the procedures and protocols unique to the justice sector.

VALUE ADD

In addition to the dedicated service provided by the Optic team, the Ministry also benefits from Optic's broader service offerings, large-scale project management expertise, superior buying power, and channel partner relationships. We bring these to bear in relation to each and every project, no matter how bespoke.

No one knows this better than Lole Tipi, Optic's Ministry of Justice Account Manager. Lole's technical experience in delivering solutions to the Ministry dates back even further than Optic's, and he thrives on delivering the best possible outcomes to the Ministry's business operations, including the conceptualisation and design of court-specific security solutions, and ensuring that large-scale projects are delivered on time and according to specification.

Completed in early 2020, the **National Cell Camera Upgrade** is a recent example, which saw Optic complete a project to upgrade cameras in every court cell to the new **Axis Q8414-LVS camera**, enhancing security with a more robust solution and a larger field of view covering whole cell. Our technicians worked alongside builders, project managers, the New Zealand Police, and other stakeholders throughout the country, in order to carry out the upgrades and refurbishments over a nine-month period.

But it's also in the smaller projects where our project managers and technicians evidence their compelling skillsets. Whether it's an urgent installation of additional CCTV to provide enhanced surveillance ahead of a high-profile court case, the issuing of **personal security pendants** under the Witness Protection Act, or the securing the evacuation of a building within 24 hours due to earthquake risk, our team responds rapidly and 'gets the job done'.

It's a mantra that our Ministry-dedicated Customer Service Officer, Tracey Gattsche, lives by. "When my office day ends my Ministry phone doesn't stop," says Tracey. "There are a lot of things that happen after my standard day – at any time – and for me it's about being a dedicated contact point, building the relationships, and doing whatever we can to get the job done."



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