

# SNPSECURITY

Monitoring  
solutions



# Grade A1. Latest monitoring technology.

**Providing 24/7 coverage 365 days a year, our highly skilled monitoring teams offer vigilant protection.**

## Valued and strong relationships

With over 30 years monitoring experience, SNP Security knows that each business operates differently. Our highly trained, licensed operators are briefed thoroughly on your business, recording patterns of activity for future reference.

Being alert to the daily patterns of behaviour at each location in our care, we increase the effectiveness of security alarms.

## Keeping you informed and in control

At the first sign of any irregularity or disturbance, the teams take immediate action to reduce the risk to your property and possessions. Your instructions will be recorded in our security system, and followed by the team.

Email notification of alarms or selected events keep you informed promptly. Reports and updates can be accessed online, through our MAS monitoring software.

## High quality

SNP Security delivers the highest quality monitoring – Grade A1.

Our two Grade A1 Monitoring Centres, to Australian standards, based in Sydney and Newcastle, contain the most modern monitoring infrastructure and systems in the industry. True redundancy means that the monitoring data will be replicated in both of our Grade A1 Centres, located in 2 separate geographical areas. The redundancy operates in real-time, delivering true disaster recovery.

SNP Security is committed to the latest technology, and to harnessing its benefits for our clients. Utilising the latest technologies – internet or independent networks - to transmit alarm information from your premises, in line with the new Australian transmission standards.

## Integrated security, nationwide.

Monitoring is delivered throughout Australia. For complete peace of mind and seamless service delivery, our customers can draw on SNP Security's other services – including mobile patrols dispatched to an alarm response.

SNP Security has developed a new software solution, Automated Response Tracking (ART), which links the mobile patrol officers back to our Monitoring Centre. Patrol responses are tracked within the monitoring centre, with regular checks until a report is provided.

SNP Security's National Response Centre coordinates professional and reliable officer response to alarm activations, staff escorts and on demand guard requests. Benefits include the speedier reporting, convenience and reliability that comes from an integrated alarm monitoring and response service.

# Grade A1 Accreditation.

**SNP security A1 monitoring centres are purpose built and provide the highest security parameters as directed by the Australian Standard 2001.2.**

- Fully staffed, the centre is manned 24/7
- Strong skills set & licensed staff
- Competency based training programs
- Centre & perimeter surveillance
- Security systems – locking systems, emergency exits, alarms
- Intruder detection
- Alarm response provided to Australian standards
- Reporting on demand – daily, weekly or as required
- All records retained for 5 years
- All amenities provided within secure area
- No internal visibility from outside
- Supported by an alternative power source e.g. generator and UPS

# MAstermind Monitoring Software (MAS).

- Ability to integrate your security systems
- Web access to site information, reports and updates
- Automated Monitoring functionality
- Email notification of alarms or selected events

SNP Security has developed a superior software solution for management of our monitoring services, delivering many benefits to clients including redundancy, web access and accessibility of data. Our automated monitoring solution is currently the only one in the world integrated with MAS.

Clients can access reporting on demand, interacting with the database in a secured, managed environment.

Additional benefits for customers include priority answering of calls, automation of routine calls allowing operators to focus on incidents, peak time analysis for improved resourcing and total business in-house transfer capability.

## Understanding Australian Standards: Alarm Transmission Systems

**A new Australian standard exists in relation to alarm transmission systems, and selection of a transmission system is dependant upon the level of risk for your premises. The standards are not based on the technology used, but rather on different aspects of transmission – including the frequency of connection checks, and annual network availability.**

To comply with the class:

1. The communications / polling between the alarm panel and the communications device must mirror the communications polling to the Monitoring Centre.
2. An ADSL / Broadband router / modem must be battery backed up (UPS) to comply with the annual availability percentage.

Class	Frequency of Connection Checks:		Annual Availability
	Device to Monitoring Centre	Alarm to Device	
Class 1	Every 8 days	None	97%
Class 2	Every 25 hours	None	98%
Class 3	Every 120 seconds	120 second supervision	99%
Class 4	Every 60 seconds	60 second polling	99.7%
Class 5	Every 20 seconds	20 second polling	99.95%

# Alarm Events.

## Monitoring Centre Actions

Depending on the alarm priority, the Monitoring Centre will follow a set of actions based on standard operating procedures or client instructions. The actions indicated below are indicative of the choices that a customer may make.

If the event has been caused by a technical failure, SNP Security can coordinate a service technician to attend, on key holder request, during standard business hours.

Priority of Alarm Type:	Actions taken on receiving an alarm event:				
	Ring premises	Ring Key Holder	Contact the relevant emergency services	Dispatch a Mobile Patrol service*	Automated Response
<b>Emergency Response</b>					
Duress Alarm	1	2	3	4	
Smoke Alarm	1	2	3	4	
Hold-up Alarms			1		
Medical Alarms	1	2	3		
<b>Asset Threatening</b>					
Intruder Alarm – Single Break	1	2	4	3	
Intruder Alarm – Multiple Breaks	1		2		
Tamper Alarm	1	2	4	3	
Industrial Alarms (Standard / High)	1	2		3	
<b>System</b>					
Sensor – Low Battery	1	2			
System – Low Battery	1	2			
System – Power Failure	1	2			
Communication – Panel Interconnection Fail	1	2		3	
Communication – Poll Failure	1	2	4	3	
Communication – Test Signal Failure	1	2			
Bypasses	1	2			
Trouble Fault	1	2			
Supervision Fault (RF)	1	2			
Late To Close	1	2		3	
Late To Close – Auto Notify Automated interactive system					1

\* Mobile Patrols may be dispatched as an optional service, as requested by individual clients.

For further information on the alarm types, please go to [www.snpsecurity.com.au](http://www.snpsecurity.com.au)

# Three step process to you

## Customised Monitoring solutions.

**SNP Security offers a range of monitoring solutions to suit your needs and budget, in 3 simple steps.**

### Step 1: Alarm Reporting Technology

SNP Security offers two levels of alarm reporting systems, combining your preferred technologies, that reflect the Australian standards.

SNP Connect	
<p>Via a dialler modem, the alarm panel will activate the siren, send an alarm signal back to a monitoring centre and transmit data to the centre's computers. The frequency of connection checks, as programmed in your system, will largely determine the class of alarm transmission.</p> <p>Each signal sent from your alarm system will incur the cost of a call. Dialler monitoring should be considered a low to moderate level of Back to Base Monitoring &amp; you should consult your insurance company as to its adequacy for your premises.</p>	
<p><b>Standard Phone Line (PSTN):</b></p> <p>A Standard phone line is used to communicate alarm events to the Monitoring Centre.</p>	Class 1 or 2
<p><b>GSM Monitoring:</b></p> <p>Alarm transmissions via the mobile phone network, allowing the security system an alternate communications path.</p>	Class 1 or 2
SNP ConnectPlus	
<p>Internet Protocol (IP) Monitoring turns a traditional alarm reporting system into a fully integrated monitoring solution.</p> <p>Ideal for meeting the new Australian Standard, and as a direct replacement for Securitel, SNP ConnectPlus is not limited by the size of your alarm system.</p> <p>Constant polling to the central station verifies the integrity of your connection, via multiple redundant paths including:</p> <ul style="list-style-type: none"><li>• Ethernet</li><li>• GPRS Network 1</li><li>• GPRS Network 2</li><li>• Dial up ISP.</li></ul> <p>By default, SNP ConnectPlus utilises Ethernet and GPRS, with significant cost savings made through eliminating the need for a telephone line. No call costs are incurred.</p>	Class 3, 4, 5

# ur Monitoring solution

## Step 2: Monitoring Packages

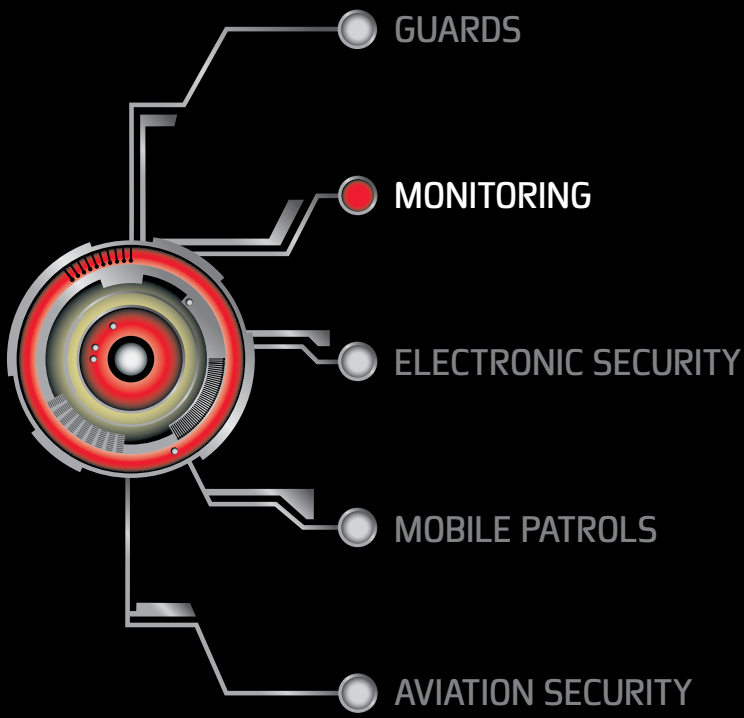
Based on the alarm events that you wish to have monitored, select the right level of monitoring package.

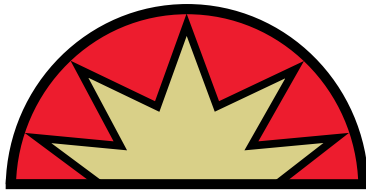
	Bronze	Silver	Gold
<b>Emergency Response</b>			
Duress Alarm	✓	✓	✓
Smoke Alarm	✓	✓	✓
Hold-up Alarms	X	X	✓
Medical Alarms	X	X	✓
Preventative Maintenance & Service*	Optional	Optional	Required
<b>Asset Threatening</b>			
Intruder Alarms	✓	✓	✓
Tamper Alarm	✓	✓	✓
Industrial Alarms (Standard / High)	X	✓	✓
High Priority Industrial Alarm	X	X	✓
<b>System</b>			
Sensor – Low Battery	✓	✓	✓
System – Low Battery	✓	✓	✓
System – Power Failure	✓	✓	✓
Communication – Panel Interconnection Fail	✓	✓	✓
Communication – Poll Failure	X	X	✓
Communication – Test Signal Failure	✓	✓	✓
Bypasses	X	✓	✓
Trouble Fault	X	✓	✓
Supervision Fault (RF)	X	✓	✓
Late To Close	X	X	✓
Late To Close – Auto Notify Automated interactive system	X	✓	✓

\* Preventative Maintenance & Service: Customer's who wish for Police Radio to be notified in the event of a Hold-up, Duress or Multiple Alarm Activations, MUST select this option.

## Step 3: Contact SNP Security to finalise your Monitoring solution

Our friendly customer service representatives are ready to assist with assessing the level of protection for your premises, and finalise your monitoring solution.





**SNPSECURITY**



**24 Hour Tel: 1300 30 31 32**

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