Monitoring Services

Lombard Security Group

Lombard Group Australia Pty Ltd

National Security Monitoring Network

The "Control Room" provides a 24-hour service utilising some of the latest equipment and computer software available. Redundancy in electrical power, telecommunications and information systems to four levels with State-of-the-art backup and emergency equipment reduce the risk of possible outages.

Bureau's and Direct Clientele have access to our "National Monitoring Network" with the ability to update their own alarm data and run reports via a secure web server hosting **"WebQuery"**, an application integrated with our monitoring software **"ADSW"**.

Monitoring Services

Security Systems are vital investments in the protection of families, property, plant-equipment and possessions and as such should do more than just annoy the neighbours with ringing bells and sirens which by law must shut down after 5 minutes.

Yes self monitoring is available and an option however, consider that a Monitoring Centre has staff prepared for these events at all times, while you may be; asleep, in the shower, business meeting, theatre, aeroplane, train, bus, or engaging in your favourite physical activity. You may even value all of these activities at less than a dollar a day and look forward to the interruptions, even if they were delayed several hours because the mobile phone was out of range – your investment's notification of the event is only as good as the response it engenders.

Access Control, CCTV, GPS, Security alarms, hold-up, duress, emergency, fire, medical and critical plant alarms are strictly supervised by Control Room's dedicated staff utilising sophisticated computerised equipment. The right response, at the first sign of trouble, adds that extra measure of protection. In addition Control Room maintain historical records of the conditions monitored by ADSW (Monitoring Software & Database) to satisfy any insurance requirements.

Alarm Visual Verification

Alarm Visual Verification and more has come to "Control Room" with its many benefits. This has been extensively tested in our Monitoring Centre with very gratifying results. There are a number of products on the market to suit almost every application and this service has been widely accepted by Federal and State Police as a means to conserve recourses.

GPS Tracking (VMI)

In addition to effectively managing your own service crews by answering the 3 basic questions; where has he been? How long was he there? and, where is he now? GPS provides the total security solution for you or your client's mobile assets. Using the latest sophisticated satellite, cellular technology, and alarm immobilisers to protect and monitor any mobile asset, on land or water.

Types of Alarm Monitoring

Digital Receivers

Most security alarm panels have a digital dialler built in as a standard option, which is the most common method of communicating with a monitoring centre. A digital dialler uses the conventional telephone service or PSTN (Public Switched Telephone Network) to transmit signals to the monitoring centre.

Control Room utilises the very latest equipment including; FE 900 Digital IP Receivers which have a host of added features, such as Caller ID handshake assignment allowing more secure, efficient and faster transmission acknowledgement. CID Signal tracking, Handshake listen and record for diagnostics and a whole lot more.

GSM

GSM is used to transmit digital alarm signals as a backup to, or to replace, the PSTN Telephone Digital Dialler. A GSM module containing a SIM card is included in or added to a security alarm panel by the Alarm Installer to allow reporting over the GSM Network, normally sharing with mobile phone services supplied by Telco's.

Where GSM is used it should be realised that on most occasions it shares the network with voice communications which contains many users, a voice priority in demand, a complicated switching between cells, and variance in signal strength. Alarm Data over GSM Networks is sometimes corrupted and messages lost.

GPRS

Control Room offers both Permaconn and SG2 GPRS Solutions. GPRS is designed to meet Class 2, 3 & 4 in accordance with AS2201.5. In an emergency it doesn't make any difference if the telephone line is out because some one intentionally cut the cable or because high winds knocked a tree down on them - the message needs to get through. GPRS has a permanent wireless connection that ensures all alarm messages are received by the Control Room Central Monitoring Station without the need for phone lines.

Multi-Path IP

Multi-Path IP is control room redundancy solution that can avert 100% of control room failures by using multiple, highly secure, encrypted data transmission paths. With one receiver the control room is able to provide multiple high security services including industrial GPRS monitoring networks as well as such services as Securitel and Asset Tracking.

How it Works;

Security systems are able to use multiple data delivery methods and when used collectively, or more accurately, as primary, secondary and tertiary redundant paths they form the highest level of redundancy monitoring ever seen in Australia.

The SG2 Receiver uses three main redundancy paths on a networking level for data transmission and delivery,

- Path 1 – Primary: VPN (Virtual Private Network).
- Path 2 – Secondary: GPRS (General Packet Radio Service)
- Path 3 – Tertiary: Satellite (Optional).

Mobile Patrols

Monitoring

Electronic

Guards

LOMBARD SECURITY

T: 1300 790 442

E : enquiries@lombardsecurity.com.au

W: www.lombardsecurity.com.au

Toowoomba (Head Office)
68 Hampton Street
Harristown QLD 4350

Postal Address:
PO Box 1199
Toowoomba QLD 4350

T: +61 7 4633 6233
F: +61 7 4634 2433

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