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By John Adams

COVID-19 HASTENS GLOBAL DIGITAL TRANSFORMATION

ELECTRONIC security has been in the throes of its customer's digital transformations for many years, yet for some businesses, the process remains incomplete. Now the COVID-19 pandemic provides a catalyst for businesses to press forward with digital transformation based on something that is increasingly clear: it provides real value by enhancing flexibility in a way that bolsters business continuity.

Digital transformation can be hard to pin down – perhaps that's why so many attempts at achieving it spectacularly fail. There's too little budget, planning is inadequate, operational outcomes are opaque, there's no buy-in from stakeholders, the process of transformation has unbridgeable flaws, or the transformation does not noticeably lead to enhancements in value.

Another challenge is that an overarching digital transformation can apply to almost every layer of business, from carpark entry, through to analytics reports, energy management, system maintenance, as well as the way staff access data and software services they need to handle business operations. Synthesizing all these layers into an holistic 'digitally transformed business' while retaining a sense of value is not easy.

But one of the great things about electronic security solutions is that they are at the top of the pile of transformation and automation solutions that can deliver clear value when properly applied. It helps that there's nothing mundane about a clever video analytic, or a face recognition application, or the ability to manage systems with serious crime fighting agency from the other side of the planet.

Some of the central elements of digital transformation are services and technologies we are all very familiar with: Cloud, software as a service, anything as a service and automation, not only on a large scale but on a small scale, too. This has ramifications for electronic security providers because so many of our systems feed into it.

Networked electronic security solutions are part of something larger that's pouring through the world's business ecosystems.

Automation might be automatic payments, automation of access control reporting, automation of processes using video analytics, automation of lighting and air conditioning control, simplification of access to security solutions and devices from apps and browser portals, event notifications that don't require attendance, network and device health reports and plenty more.

The idea with automation is to reduce manual touch counts in order to enhance efficiencies but there's more to it. A solution that to a large extent self manages its own upgrades and health increases functionality, increases efficiency and enhances its core service offering – in the case of electronic security solutions, it increases security levels wherever applicable.

Many security solutions also feed into the notion of agile operating models that mesh with real operational demands. They free up staff from time consuming labours; make processes they manage more reliable, more efficient and more effective; and as far as possible, are futureproof. Even at the shallow end of this discussion it's possible to see that applying these sorts of principles across an entire organisation at every layer is a serious challenge. Balancing out this challenge in 2020 is the COVID-19 pandemic.

Digitally transformed businesses have proved much more resilient in this time of severe stress. A business built around powerful networks, remote data centres, pointy software platforms constantly evolving in efficiency and capability, with considerable automation and remote oversight of services and supply chains – a business that allows staff to access software services and data they require from wherever they are – is a business that will better survive anything thrown at it.

It's generally argued that there are 4 types of digital transformation, including business process, business model, domain, and cultural/organizational. One of the reasons many digital transformation projects fail is that they focus on one area, instead of a ground-up rebuild. Piecemeal digital transformation is a bit like putting a blue-printed 253 V8 engine into a Ford Escort and complaining about oversteer. If you want high performance, you need to start with the wheels and work up.

With electronic security, while our solutions might on the surface feed into business processes, at a deeper level they engage with business models, domains and organisational changes, all of which are equally vital to successful digital transformation implementation. These other factors should be incorporated into electronic security culture and should flow into system planning, system design, management solutions, technology applications and sales techniques.

This latter is because networked electronic security solutions are part of something larger that's pouring through the world's business ecosystems and flows more and more intensely as it becomes clearer and clearer that digital transformation is not about the next new thing, it's about business survival and there's nothing more compelling than that. ■

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Our team of electronic security experts answers your tough technical questions.

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NEWS IN BRIEF

AUGUST 2020

PMT SECURITY SIGNS PARTNERSHIP DEAL WITH GALLAGHER

Darren Taylor, PMT Security.

Australian security integrator PMT Security has announced a partnership with Gallagher, effective across the state of Victoria.

The partnership will add Gallagher's diverse and extensive portfolio of access control, software management and other innovative security solutions to PMT's capabilities.

According to PMT's Darren Taylor, the partnership "presents a wide range of possibilities across new markets for PMT Security in Victoria, especially in high-security deployments".

"Gallagher's solutions include command and control software, access devices and intruder intelligence with solutions that are secure by design," Taylor said. "This is a big and important partnership for PMT Security, as we look to continue building our brand diversity and expanding the range and level of services we can provide.

"Working with a prestigious, high-end security provider such as Gallagher gives us scope to enter new industries and innovate with sophisticated technology."

PMT Security underwent a rigorous months-long process to gain the partnership with Gallagher. The company hopes to expand its portfolio of Gallagher products and solutions to include other states across Australia.

DICKER DATA APPOINTED HONEYWELL DISTRIBUTOR FOR AUSTRALIA

Dicker Data has expanded its partnership with Honeywell in the Australian market to distribute the vendor's security and surveillance range.

The Dicker Data portfolio includes Honeywell's 30 Series IP camera, which the distributor claims is its first security product that is compliant with the United States' National Defence Authorisation Act (NDAA).

According to Dicker, access to the Honeywell physical security products will provide a mid-and-enterprise market alternative for partners to offer customers.

The announcement comes almost a year after Dicker Data first signed a distribution agreement with Honeywell covering Australia and New Zealand. At the time, the partnership encompassed Honeywell's automatic identification and data capture hardware solutions such as mobile computers, scanners, printers, RFID, wearables and voice.

"Since launching our partnership with Honeywell 12 months ago, we've seen consistently strong demand for their data capture products," said Vlad Mitnovetski, COO, Dicker Data.

"We already distribute many complementary and adjacent technologies for the physical security segment and believe that this new range of Honeywell cameras will open us up to new types of partners and help our existing partners to win more business."

The expanded distribution agreement will also provide Dicker Data and its partners access to the Honeywell MAXPRO Cloud.

"Honeywell is extremely pleased to align its video security business with a strong, well respected Australian owned and operated distributor in Dicker Data," said Jonathon Malzard, Honeywell's security distribution manager.

"Honeywell acknowledges Dicker Data's commitment in providing dynamic and engaging technology solutions to its 5000-strong reseller base, particularly in the IT sector."

Dicker Data founder David Dicker.

Will Hasna, Hills.

WILL HASNA APPOINTED HILLS GENERAL MANAGER

Following changes to its distribution business, Hills has appointed William Hasna as general manager of category and technical support.

In this newly created role Hasna said he hopes to better integrate sales, business development and product management with technical support and training, to create a better customer experience over the whole lifecycle of Hills' products.

"I'm very excited for this opportunity and look forward to working closely with our key vendor partners to ensure Hills continues to represent those brands with the strong customer focus we are valued for," Hasna said.

Hasna worked with Hills from 2001-2010 and returned in November when he took on the role of general manager, technical services.

In his time away, William worked in the IT sector and most recently headed the product management functions for Bosch in Australia and New Zealand.

The general manager, category & technical support role is responsible for driving the performance of vendor/product management, marketing and technical support which includes negotiating with vendor partners to maximise selection, developing promotions and continuously improve customer experience.

Security Upgrade For NSW's Busiest Courthouse p.12
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Wormald Security Expansion Driving Recruitment Push p.16
Video Analytics Market Growing At 23 Per Cent p.18

COMPILED BY JOHN ADAMS

ASIS ACT ANNOUNCES PRELIMINARY SAGE SPEAKER LIST

■ ASIS ACT has announced its preliminary speaker list for the ASIS seminars to be held at Security & Government Expo, Realm Hotel, November 12.
The keynote speaker is yet to be confirmed but will likely speak on the topic "The Australian National Security Information Warfare Environment" in the expo hall at 4pm.
Seminar speaker 1 will be Geoffrey Askew, AM, principal, Askew & Associates, and former Senior Executive (Security and Emergency Management), QANTAS Group, who will speak on "Rethinking Australian Aviation Security Management and Funding" at 10am in the seminar room.
Speaker 2 will be Scott Taylor, CPP, JP, Chief Operating Officer, Southern Cross Group, and NSW ASIS Chapter chair, who will speak on "Defeating Access Controls Using Social Engineering" at 11am.
Speaker 3 will be Julian Talbot, ASM, co-author, Security Risk Management Body of Knowledge (SRMBOK), who will speak on "Enterprise Security Risk Management" at 12 noon.
Speaker 4 will be Raymond Frangie, CISA, CISSP, cybersecurity expert, who will speak on "Smart Buildings: Cybersecurity Threat or Opportunity" at 2pm.
And speaker 5 will be Nicky Finn, agency security adviser, National Indigenous Australians Agency, who will speak on "The role of Agency Security Advisers, Accrediting and Certifying Authorities" at 3pm.
As in previous years, the seminar format will be presentations on the hour every hour from 10am (except lunch break at 1pm) for 30-plus minutes with up to 15 minutes for questions, then a 15 minute break until the next speaker.
Attendees should note that organisers will take all COVID-19 precautions and conform with all safety recommendations that apply at the time of the event.

VICTORIA SHOCKED $A18 PER HOUR SECURITY OFFICERS UNTRAINED

■ Victoria's decision to deploy security officers paid barely award rates, and in some cases, cash in hand, has shocked Victoria, after a decision set to cost the Australian economy $3 billion.
According to security officers involved in handling security and general access control at the quarantine hotels, there was PPE, no training, 5-minute carpark induction, no COVID procedures and in some cases, officers were not told residents of the quarantine hotels were in COVID-19 isolation.
Unsurprisingly, low paid security officers must have multiple jobs in order to survive – many left quarantine hotels to drive ride share and undertake other roles that exposed them to the wider public. None of this should surprise anyone with experience of the manpower security industry – or its customers.
It's been claimed security companies did not use regular officers but instead contracted staff on lower rates of pay specifically for the task – this is a practise widely used by organisations hiring additional security officers (and in some cases security technicians), as it allows suppliers to prise margin out of an inadequate budget.
A $3 million enquiry being conducted into the affair has been told there may be a link between failures in the quarantine hotels in Victoria and almost all COVID-19 cases in a deadly second wave playing out across Victoria and NSW.

THERE WAS PPE, NO TRAINING, 5-MINUTE CARPARK INDUCTION, NO COVID PROCEDURES AND IN SOME CASES, OFFICERS WERE NOT TOLD RESIDENTS OF THE QUARANTINE HOTELS WERE IN COVID-19 ISOLATION.

"Information already available to the inquiry suggests the possibility of a link between many of the cases of coronavirus identified in the Victorian community in the past few weeks, and persons who were quarantined under the hotel quarantine programme," senior assisting counsel Tony Neal said.
"Comments made by the chief health officer to the media have suggested that it might even be that every case of COVID-19 in Victoria in recent weeks, could be sourced to the hotel quarantine programme."

NEWS

GALLAGHER BOLSTERS HIGH SECURITY TEAM

Gallagher has appointed Kyle Roe to head up sales of its high security solutions, which include a range of Class 5, Type A, CPNI, and FIPS 201-2 certified products.

Roe joined Gallagher in 2018 as technical business development manager for the Lower North Island. He will continue to support Gallagher channel partners and customers in this region, while supporting organisations with high security requirements nationwide.

"Technology is developing rapidly and we're seeing an increasing demand for high security solutions capable of standing up to sophisticated attacks," says Roe. "With Gallagher certified to the highest level of national security in New Zealand, I'm looking forward to working with organisations across the country to help secure some of our nation's critical sites."

Gallagher's Type A solution is engineered for New Zealand Government sites and is compliant with the New Zealand Security Intelligence Service (NZSIS) standards for high security applications.

The Type A solution provides a full end-to-end authenticated and encrypted security alarm system.

"We're pleased to see Kyle take on the high security portfolio," said regional manager for New Zealand and the Pacific Islands, Brad Small. "We're proud of our high security product and with Kyle's expertise and experience with Gallagher, we can offer exceptional support to sites with the highest security requirements."

Kyle Roe, Gallagher

SECURITY UPGRADE FOR NSW'S BUSIEST COURTHOUSE

Safety for court users at the Southern Hemisphere's largest court complex has improved with the completion of the largest security upgrade at the Sydney Downing Centre in almost 30 years.

Attorney General Mark Speakman said the project included high-tech security screening at the entrance to the courthouse, including 3D body scanners.

"3D scanning will improve dramatically the ability for Sheriff's Officers to detect and seize dangerous items court users may attempt to bring to court. New aviation standard X-ray machines have been rated as the best in the industry and will significantly boost security capabilities," Speakman said.

The screening layout at the Downing Centre has also been overhauled to improve the flow of people entering and exiting the state's busiest courthouse. For the first time, there is a dedicated screening unit for legal practitioners and court staff to fast-track their entry into the complex and to avoid delays.

The Justice of the Peace desk has been relocated closer to the entrance before security, so people needing documents certified or witnessed don't have to wait in the queue.

"Hundreds of people use the Downing Centre every day, which is why reducing bottlenecks at scanners during peak hours will make it easier and faster to enter the courthouse while also improve safety," Speakman said.

3D SCANNING WILL IMPROVE DRAMATICALLY THE ABILITY FOR SHERIFF'S OFFICERS TO DETECT AND SEIZE DANGEROUS ITEMS COURT USERS MAY ATTEMPT TO BRING TO COURT.

New electronic safety signage has been installed, along with an anti-pass exit lane which stops people bypassing the scanners to return to the courthouse through the exit gate.

"Carrying out the upgrade during a period of reduced in-person court sittings due to the pandemic has enabled the work to be completed quickly," Speakman said.

The security upgrade, which started in May, has been delivered as part of the NSW Government's COVID-19 stimulus package that is designed to accelerate infrastructure projects, create jobs, support local businesses and kick start the economy.

VIVOTEK APPOINTS EVAN ARVANITIDIS BDM, PLANS EXPANSION

VIVOTEK has appointed Evan Arvanitidis as its new business development manager for the states of Victoria, South Australia, ACT and Tasmania, as it aims to expand its operations in the Australian market.

"With over 20 years of experience in the electronic security and IP surveillance industry, Evan has impeccable business acumen and a deep understanding of products, customers and distribution," said VIVOTEK'S country manager ANZ, Farshid Parhizkari.

"Throughout his career, Evan has learnt a great deal about security and more importantly has realised the importance and the benefits of exceptional customer service and of delivering the right solution both on time and within budget. We believe that his aptitudes and experiences will drive the business to an exciting new future for the ANZ market.

"Meanwhile, the recent new distribution agreement with ISCS will allow the VIVOTEK ANZ team to work closely with the highly experienced team at ISCS to deliver exceptional services and support to system integrators and end-users," Parhizkari said.

"We at VIVOTEK also are proud to announce the partnership with ISCS as it brings so much value to both parties, as well as to our customers in the Australian market. To offer an exciting product experience and a broad range of VIVOTEK and ISCS products and solutions for clients, VIVOTEK is now preparing to install demo rooms across all ISCS branches."

New VIVOTEK BDM, Evan Arvinitidis.

Hanwha Techwin

WISENET

Innovating with excellence

Global surveillance solution provider in South Korea, **Hanwha Techwin** has launched a new product lineup equipped with in-house developed Wisenet7 SoC (System on Chip).

The Wisenet7 SoC includes improved extreme WDR providing clearer images even in extreme backlighting conditions. Advanced noise reduction technology of Wisenet7 minimizes motion blur and improves edge and colour definition of objects, making them easier to identify.
Wisenet7's Lens Distortion Correction technology corrects video distortion created through the use of wide angle lenses, delivering video that more closely resembles what is seen through the human eye.
And Wisenet7 cameras offer the industry's highest level of cybersecurity policy including proprietary device certificate issuing system, Secure OS, Secure Storage, and Secure Open Platform.

Wisenet7 cameras are seamlessly compatible with Wisenet Wave(VMS), Wisenet NVRs and leading VMS solutions.

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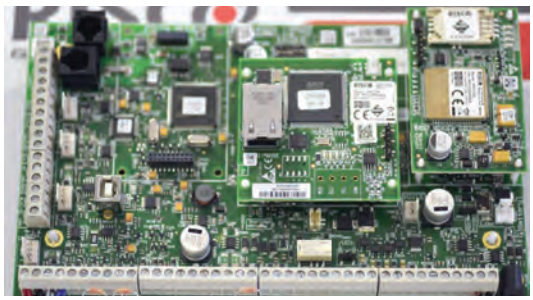
NEWS

C.R. KENNEDY APPOINTED ANZ DISTRIBUTOR FOR RISCO GROUP



RISCO Group, formerly ROKONET, is a global company with a state of the art manufacturing facility in Israel, backed by a 5-year warranty, which manufactures a range of high security intrusion, video, access control and automation solutions for the residential SMB and SME markets.

RISCO Group solutions are powered by its secure RISCO cloud which resides on the MS Azure global business platform and is certified to ISO27001, and the latest GDRP standards.

The powerful iRISCO app, and cloud platform allows for seamless integration between alarm, CCTV and automation on the one app giving end users simplicity.

The company is particularly strong in detection devices and visual verification, with integration into leading monitoring stations across ANZ.

"Winning distribution of RISCO is an important step in our process of building a capable intrusion, visual verification, access control and automation portfolio and we are thrilled by potential of the RISCO range," said CRK's Darren Banks.

"As well as highly capable 2-way wireless panels and intrusion detections devices, RISCO specialises in alarm video verification, allowing elimination of false alarms," Banks said.

"The iRISCO app is intuitive and extremely powerful and is constantly evolving – the backend is all about empowering RISCO's high quality hardware."

According to Banks, the app has enormous functionality, as well as neat features that allow arming and disarming by partition on a single app for up to 250 sites. The app has a panic/hold up feature and offers seamless ability for end users to switch between their alarm and CCTV on the one platform, making it extremely efficient when verifying and handling alarm events."

"The solution also allows users to receive alerts, view history, view images, stream live video, and playback NVR footage. Monitoring services can be initiated on demand or be deactivated from the app, while visual verification alerts only transmit to a monitoring station when in alarm." Banks said.

The app allows activation of smart home devices or outputs. Customers can record video directly to their smart phone – if they have live view and the camera is on in an alarm situation, they can capture video footage and upload it safely to the cloud. The app also handles maintenance and faults, which benefits installers and/or monitoring stations."

According to Banks, CRK has stock on the shelves right now.

DATALINE VISUAL LINK WINS $A1.32 MILLION CCTV UPGRADE

Dataline Visual Link has won an $A1.32 million CCTV upgrade for East Metropolitan Health Service in Perth, Western Australia.

In its original tender, EMHS said the scope of works required a video surveillance system upgrade and the integration of centralised monitoring in a new security operations centre (SOC) at Royal Perth Hospital (RPH) and maintenance of the new VMS.

The upgrade involves a complex integration which includes migrating disparate systems to a new video management system (VMS) on a single base licence to enable centralised live monitoring of CCTV systems at RPH, Bentley Hospital (BH), Armadale Hospital (AH) and Kalamunda Hospital (KH).

Dataline Visual Link's winning solution integrates the Geutebruck G-SIM video management system and Bosch cameras.

ASIAL CANCELS 2020 AUSTRALIAN SECURITY INDUSTRY AWARDS

ASIAL has cancelled the 2020 Australian Security Industry Awards following a second wave of COVID-19 infections.

"Following the resurgence in the number of COVID-19 infections and restrictions on interstate travel, the ASIAL board has decided that it would be irresponsible to proceed with the 2020 Australian Security Industry Awards," said ASIAL general manager, John Fleming.

"As a result, the awards have been cancelled for this year – we look forward to seeing you all when the pandemic has been brought under control."

The award night, which includes the OSPAs and Security Medals, is the industry's foremost celebration of excellence in solutions, applications and individual achievement across the manpower and electronic security segments.

HBE SECURITY WINS DERBY POLICE STATION SECURITY SYSTEM UPGRADE

Perth-based HBE Security has won a tender to supply an electronic security solution, including alarms, access control and CCTV, at the Derby Police Station.

Derby is located on King Sound on the North West coast of Western Australia 2200km from Perth.

HBE Security is a Perth based electronic security consultancy and security integrator formed to "provide a more sophisticated service utilising quality security products".

HBE Security suppliers include Geutebruck, Inner Range, Bosch, Axis, Dahua, FLIR, CellGuard and more.

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NEWS

GALLAGHER AND DETECTION TECHNOLOGIES JOIN FORCES

Security solutions manufacturer, Gallagher, has partnered with Detection Technologies, a high-performing microphonic cable solutions manufacturer.
The partnership grants Gallagher exclusive rights to distribute Detection Technologies' VibraSector detection systems within Australia and New Zealand as part of its perimeter security portfolio.
The partnership was formed following an extensive on-site product assessment, which highlighted and confirmed the high quality of Detection Technologies' products. Testing of the products returned very low false alarms and excellent detection probability – 2 of Gallagher's key measures of performance.
"At Gallagher, quality, performance, and reliability contribute to the non-negotiable foundation of our security solutions," says Rachel Kelly, Gallagher's chief product officer – enterprise solutions.
"As we continue to expand upon our product portfolio and work to delight our users, we're consciously partnering with organizations who align with our values and help us deliver exceptional outcomes. We're pleased to partner with Detection Technologies to offer wider access to perimeter intrusion detection systems around the world."
Sam Berlemann said Detection Technologies was delighted to partner with Gallagher to jointly offer leading-edge and customer focused perimeter intrusion detection solutions.
Gallagher will distribute Detection Technologies' VibraSector analyzer, VibraTek Plus sensor cable, and MikroTek analyzer to most countries worldwide.

Sam Berleman, Detection Technologies.

WORMALD SECURITY EXPANSION DRIVING RECRUITMENT PUSH

Wormald Security has undergone a transformation in recent years and the company is moving to stake its claim as a formidable Tier 1 integrator and high security specialist.
To support expansion of its integrated and high security customer base, Wormald Security is seeking experienced technicians, integrators and engineers to join its ranks.
Dave Gavan, security business division manager for Wormald Security, said the growth is attributed to the merit and reputation the team is continuing to build.
"Our values of quality, reliability, and service in engineered High Security Type 1A and Integrated security solutions are what is driving our business and profile," Gavan said.
"Wormald Security partners with industry leading products, such as Gallagher, Geutebruck, Milestone, Genetec, Inner Range, CIC and AXIS throughout most of the country, allowing us to offer end-to-end tailored solutions for critical infrastructure, government and corporate clientele."
According to Gavan, as a security integrator, Wormald Security understands the challenging design requirements when linking physical electronic and construction security elements in high risk areas.
"The business focuses on clients with high security needs, including data centres, utilities and transport hubs, as well as federal government departments, defence sites and financial institutions," he said.
Wormald Security specialises in SCEC Type 1A solutions, integrated solutions – PSIM, access control, IP video management systems, CAD design and engineering, prefabrication, door hardware and locking systems, physical barriers, service and maintenance, IT lifecycle planning, health check and remote support, system monitoring.
Wormald Security is currently seeking technicians, integrators and engineers who are well versed in their profession and enjoy contributing and making a difference. For recruitment enquiries contact security.careers@wormald.com.au
For all sales or service-related matters, email security@wormald.com.au or call 1300 556 015.

ASSA ABLOY JOINS ZIGBEE ALLIANCE BOARD

Access control and entrance control manufacturer ASSA ABLOY has joined the Zigbee Alliance board of directors.
"As a major manufacturer of residential and commercial access solutions, our product lines depend on efficient, reliable and secure communications to operate effectively," said Martin Huddart, ASSA ABLOY head of smart residential.
"Connectivity based on open, global standards is what's going to drive this next generation of smart home and building products, so it's important we're involved in initiatives like Project CHIP and that we collaborate with other domain experts as part of the Zigbee Alliance board of directors."
ASSA ABLOY is already an active member in the Connected Home over IP project within the Alliance, contributing experts to develop the new, royalty-free connectivity standard for increased compatibility among IoT devices.

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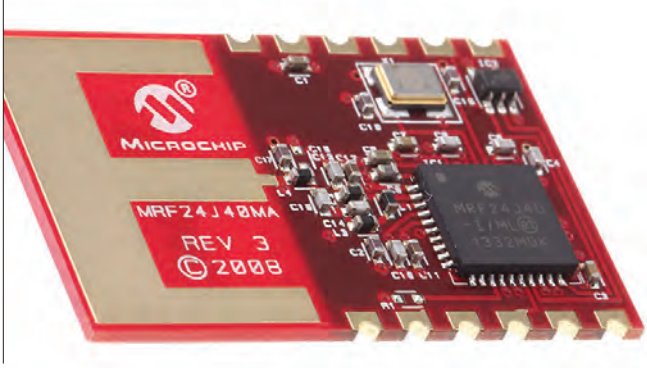

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NEWS

OPTUS WINS CITY OF SYDNEY SECURITY CONTRACT

Optus has won a cyber security services and associated technology platforms contract to enable City of Sydney to prevent, detect, and respond to cyber security threats.

The services include a wide spectrum of cyber security including security operations and monitoring; threat analysis and intelligence; managed endpoint detection and response; cloud email and web content filtering services and vulnerability management.

The Optus Security Operations Centre is co-located in Australia with the Optus Networks Operations Centre (NOC). According to Optus, the SOC is dedicated to "defending our customers from the latest advanced threats using a combination of comprehensive threat intelligence, big data analytics and advanced security automation tools all backed up by our elite SpiderLabs team".

"Trustwave SOCs differ from traditional security operations centers when it comes to delivering effective cyber security," according to Optus. "In addition to security device monitoring and alerting, Trustwave SOCs have extended capabilities for advanced threat detection and real-time incident response, containment and remediation.

"Additionally, Trustwave covers the entire lifecycle of a security incident – from initial detection through returning a network back to steady state operation—all under one roof by a global team of security professionals solely dedicated to protecting businesses."

VIDEO ANALYTICS MARKET GROWING AT 23 PER CENT

Video analytics is projected to grow from $US4 billion to $US21 billion at a rate of just under 23 per cent over the next 7 years, according to a Valuates report.

The report, which focuses on growth, limitations, and trends in the video analytics market, finds that video surveillance needs are increasing, and the demand for video analytics is growing in many industries, including government, public, BFSI, retail, airports, and manufacturing.

This increasing need is facilitating the market growth.

Growing concerns about the protection and safety of the public further fuels the growth of the video analytics market size.

Facial recognition and automatic number plate recognition are application-specific uses of video surveillance in which video analytics technology is used to analyze persons and vehicles, respectively.

In addition, intelligent video analytics are proven to reduce crime rates through timely warnings on suspicious or unusual activities, and this factor is expected to fuel the growth of the video analytics market size.

An increase in demand for IP-based security cameras is predicted to increase the video analytics market size during the forecast period.

The growth of IP-based security is driven by an increase in IP infrastructure, increased telephone density, and demand for remote access. The rise in the construction of smart cities is also expected to increase the demand for video surveillance and connected devices.

GROWING CONCERNS ABOUT THE PROTECTION AND SAFETY OF THE PUBLIC FURTHER FUELS THE GROWTH OF THE VIDEO ANALYTICS MARKET SIZE.

North America remains the largest provider of video analysis software in the world. The United States and Canada are the major contributors to this region. The USA is a dominant market, and companies in the country invest a substantial proportion of its annual revenues in the use of city-wide surveillance cameras.

The Asia Pacific became the second-largest market, and this can be attributed to countries like India, China, and Indonesia's fast economic growth. To guarantee citizens' safety, these economies invested in intelligent security surveillance systems. The growing implementation of industrial solutions is expected to drive the market, especially in China, Japan, and India, combined with the rising use of cloud-based technologies.

NSW GOVERNMENT ISSUES PREQUALIFICATION SCHEME FOR ELECTRONIC SECURITY CONSULTANTS

A prequalification scheme has been issued for electronic security consultants and fire services consultants, as well as other building services categories.

The purpose of the Prequalification Scheme is to classify contractors commensurate with their technical and managerial expertise, financial capacity and previous performance.

The scheme aims to facilitate, but not replace, tender assessment for individual projects and to afford protection to NSW government and contractors against over-commitment.

This scheme has a lengthy lead time – it closes December 31, 2022 .

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CHURCHILLS INSTALLS IMAGUS

Churchills Sports Bar has introduced a new facial recognition (FR) solution, Imagus software from Vix Vizion, at the front desk, which monitors people entering the club.

IMAGUS solution's primary function at Churchill's Sports Bar is to detect individuals who have placed themselves on the self-exclusion list when they attempt to enter the premises. It is also designed to deter theft from the club's bottle shop, and provide a fast and easy means of identifying patrons who have been barred from the venue due to social behaviour, creating a more harmonious environment for patrons, families and staff.

Self-exclusion is a voluntary program designed to curb damaging behaviours in individuals who have trouble with excessive gambling. It applies to both online gambling sites and gaming venues, and offers a means for problem gamblers to make sure they do not place themselves in situations where they are likely to lapse, and overspend on gaming machines or sports gambling.

As part of the free programme, individuals can choose which venues, casinos or websites to be excluded from, then sign a deed listing the venues they agree not to enter for a minimum period. If venue staff see them in the gaming area of the venue, they will report the individual to the program and ask them to leave. At the end of the agreed period of the deed, the individual can choose to self-exclude for another period or apply to re-enter the gaming area of a venue.

Clubs are therefore required to recognise listed individuals as they enter the venue and monitor their movements around the club to ensure they do not enter the gaming room or sports bars. In some cases, an individual might be on the list for up to 5 years, which makes policing of these rules difficult for staff.

Churchills has also contended with occasional theft, especially from the internal bottle shop, and like all venues is occasionally compelled to remove and ban individuals for repeated antisocial behaviour. Churchills Sports Bar has the added complication of multiple entry-points, with 6 distinct points where patrons can enter and exit the premises. These are all now monitored and protected by the networked video solution, integrated with Vix Vizion's Imagus Facial Recognition.

Churchills Sports Bar has a network of IP cameras, which run on a Milestone Systems XProtect video management software (VMS) platform - Imagus software was chosen for the facial recognition solution partly due to its ability to integrate with the open Milestone Systems platform.

Operationally, when Imagus identifies listed individuals as they enter Churchills, it sends an alert to staff, allowing them to discreetly interact with the individual to make sure they follow the rules they have set themselves.

"The Imagus Facial Recognition software takes guesswork out of the equation, and allows staff to instantly pick up if a listed or banned individual enters the premises," said Walter Alberti, owner of Meridion Audio Visual & Security, which designed and deployed the solution. "This reduces the burden on staff to recognise people individually, and it helps us stop people slipping through the cracks and reverting to damaging behaviour.

"Imagus is a leading FR solution and integrates very well with the existing technology that the club has deployed," said Alberti. "It works seamlessly, providing the clarity and advanced analytic features that the club needs in order to maintain a safe, friendly environment at Churchills and ensure the club's duty of care to all patrons."

According to Brett Hansen, country manager at Milestone Systems, this type of solution is fast becoming popular in licenced clubs, and is a very positive way of using Facial Recognition technology.

"It makes life easier for staff and is a powerful tool for enhancing social responsibility," he said.

Meanwhile, Fraser Larcombe of Vix Vizion said the team was seeing more and more licenced clubs moving towards Facial Recognition technology.

"They seek to help their patrons, and our great working partnership with Meridion, combined with full integration into Milestone's XProtect, helps club maintain their duty of care as well as maintain a harmonious environment for patrons to enjoy." ■

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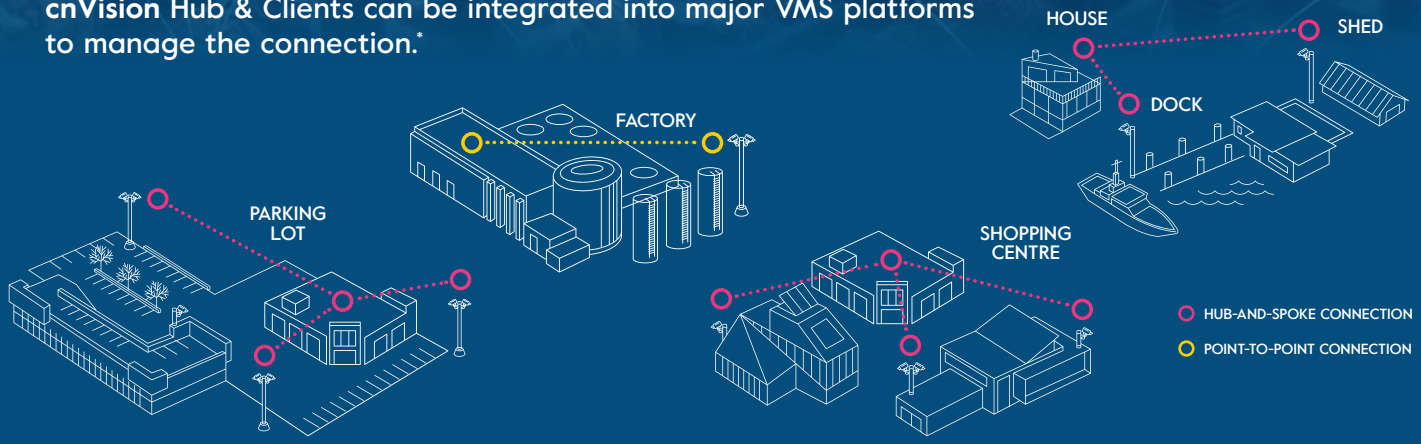

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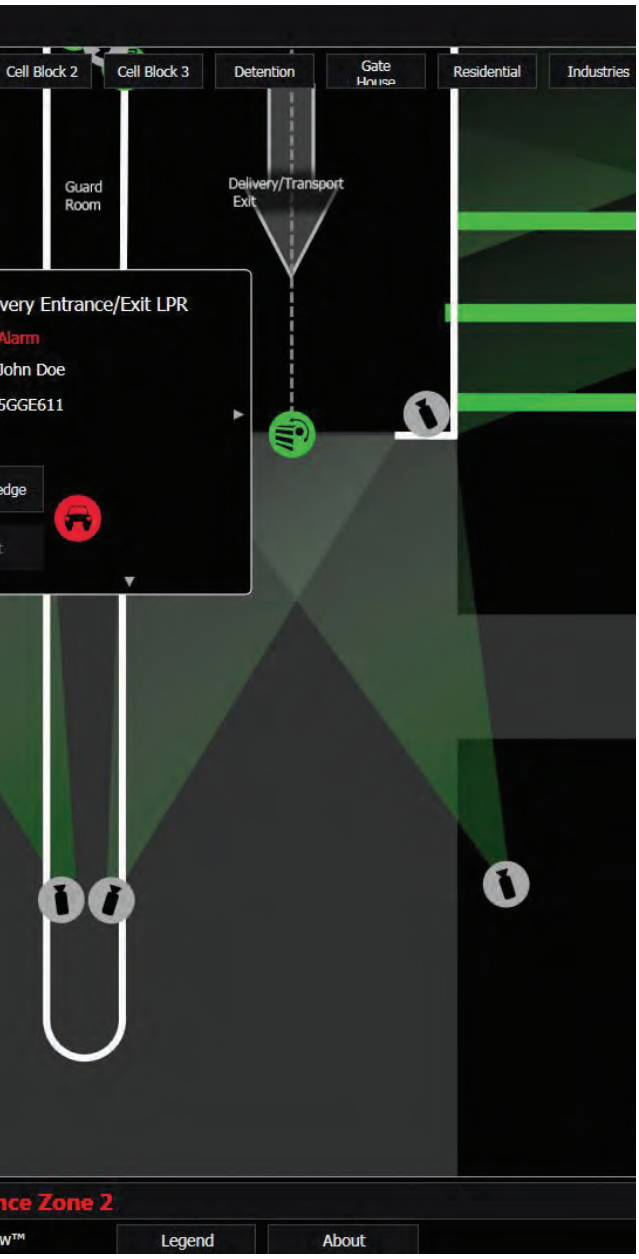
VIDEO ANALYTICS

Video analytics is wonderful potentially but it's tough to design solutions in a way that ensures concrete operational outcomes. Analytics has a tendency towards conceptual open-endedness that demands end users ensure they are very clear about what they require.

In the future, electronic security sensors, including CCTV cameras, will have more powerful processors, giving them greater capacity to inform users via more communications paths. These sensors will feed breaches of threshold events via edge devices into a management system, locally or via cloud, from which managers can derive unprecedented situational awareness. But how will they do this?

Consultant Scott Myles of ICS Group argues customers are interested in video analytics.

"In my experience, customers are keen to



learn more about video analytics, as for a long time analytics has been front and centre in the media with all types of applications from facial and license plate recognition through to deep learning AI," he says. "I find most customers are relatively educated, however, there can be a disconnect between customer expectation and the return on investment video analytics delivers when it comes to the procurement processes.

"Although video analytics have come a long way over the years, as an industry we often miss the opportunity to provide the first step - the integration of solutions. I see very little emphasis applied to the automation and systemisation of EACS and CCTV fundamentals, that deliver enhanced operational outcomes. Addressing this will allow analytics to play a more realistic and positive role in the future."

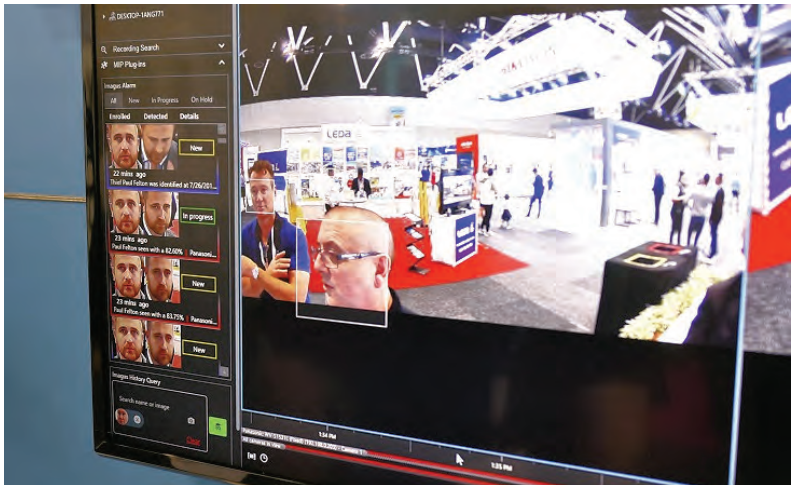
FOR A LONG TIME ANALYTICS HAS BEEN FRONT AND CENTRE IN THE MEDIA WITH ALL TYPES OF APPLICATIONS FROM FACIAL AND LICENSE PLATE RECOGNITION THROUGH TO DEEP LEARNING AI.

While there are certain analytics that have a universal appeal, video analytics do tend to be customised to suit a vertical, according to Myles.

"The type of analytic really relies on the organisation's modus operandi and their appetite for security," he explains. "As we all know, there are a lot of systems installed that are seldom monitored 24/7 and in most part is post event analysis. Therefore, a lot of our customers are looking for analytics that will assist them quicken the process of reviewing recorded footage, where those who do have control rooms which are actively monitoring assets are more interested in the generation of alerts from unusual motion or activity, as well as providing the opportunity to automate access throughout a facility via facial, or LPR analytics.

"The key to the successful deployment of any solution is in the management of the customer's expectations, and this can be somewhat difficult due to marketing that, in some cases, over promises and under delivers. For system integrators, it can be fraught with danger, as there are so many systems out there, and the requirement to be trained and certified in all systems is just not feasible. I would recommend that for integrators who do not have a deep level of inhouse knowledge, that external resources are obtained from proven delivery partners that provide commitment and performance guarantees.

"For end users that have a need, following a comprehensive analysis of the client's requirements and intended outcomes, I usually err on the side of caution and encourage a proof of concept to be conducted. This way the client gets the opportunity to experience first-hand the solution and understand any limitations prior to implementation."



Deep learning may offer users surveillance solutions that can recognise faces, gender, gait, moods and events that breach its vast, collective experience – many people running, gunshots, chemical signatures exceeding background thresholds, vehicles where they should not be, outbreaks of fire, groups of people in conflict, traffic accidents, medical emergencies, elevated temperatures, abusive signs or word, or any variable deliverable by any conceivable sensor inputs – but is it possible to give an end user layers of analytics, using the right solution/s?

"I believe so," says Myles. "Most of the solutions I have experience of, and even those built into cameras, take a modular approach, meaning certain analytics can be turned on or off as required. This is very important, as our relationships with clients are continuous, and as the client's security appetite evolves, we are there with them on their journey. What this means is that having solutions that provide flexibility, are fit-for-purpose and appropriate for customer needs is what's most important to us."

How hard is it from the point of view of a consultant to balance the complexities of video analytics with the expectations of end users? What's the most important thing to bear in mind for all involved?

"I find there is a lot to do regarding the unification of solutions that in my opinion is the first step in the automation process," Myles explains. "To provide balanced video analytics it's vitally important for the organisation to have the necessary policies and procedures in place to be able to manage the automated outcomes that these analytics generate.

"This provides the opportunity to bring together all stakeholders to ensure that the delivered solution not only meets their technical requirements, but to also confirm that the client is operationally ready in terms of achieving the best outcomes from their investment in technology."

Edward Qiu, Oceania technical manager at Uniview says he believes the future of IoT, automation and video analytics are woven together.

"In the future, IoT will connect network-enabling cameras and exchange data with video analytics, Qui explains. "For example, Uniview Alphaview cameras support AI features based on deep learning algorithm. They can do video metadata and send the information to back-end devices. All the devices are connected as IoT and each camera plays an important role in this networking."

According to Qiu, there is a general impression in the market that video analytics is only for big companies, but he argues any organisation can enhance its operations with video analytics.

"Organisations large or small can benefit from this technology," he says. For example, face recognition can be used for both small and large companies which may need an accurate and highly efficient access control technology, while people counting can be used for scenarios like smart city CBDs, galleries and tourist spots – the operational functionalities we find users most favour at the moment are perimeter protection and face recognition."

For installers and integrators, the idea of integrating analytics can be confronting. It's not easy to know how difficult it is to deploy the latest video analytics – how much customising might need to be done and how analytics capable the latest systems are. According to Qui, the hardest part is the high cost of replacing legacy equipment with analytics-capable solutions.

"Customers have to replace the original normal camera and install cameras according to installation instructions to maximise their effectiveness when it comes to analytics," he explains. "The benefits are worth the expense if the functionalities are desired. Uniview's latest AI cameras support face recognition, video metadata, perimeter protection, people counting and face capture, so there's no customisation to be done."

When it comes to managing video analytics from an end user perspective, what are the greatest challenges, according to Qui?

"There are 3 points – the first is that there are more function rules with analytics cameras than there are with ordinary cameras and operation can be even more complex," Qui says. "Secondly, video analytics cameras have higher requirements for installation. And thirdly, customers need to update whole system to complete the whole solution."

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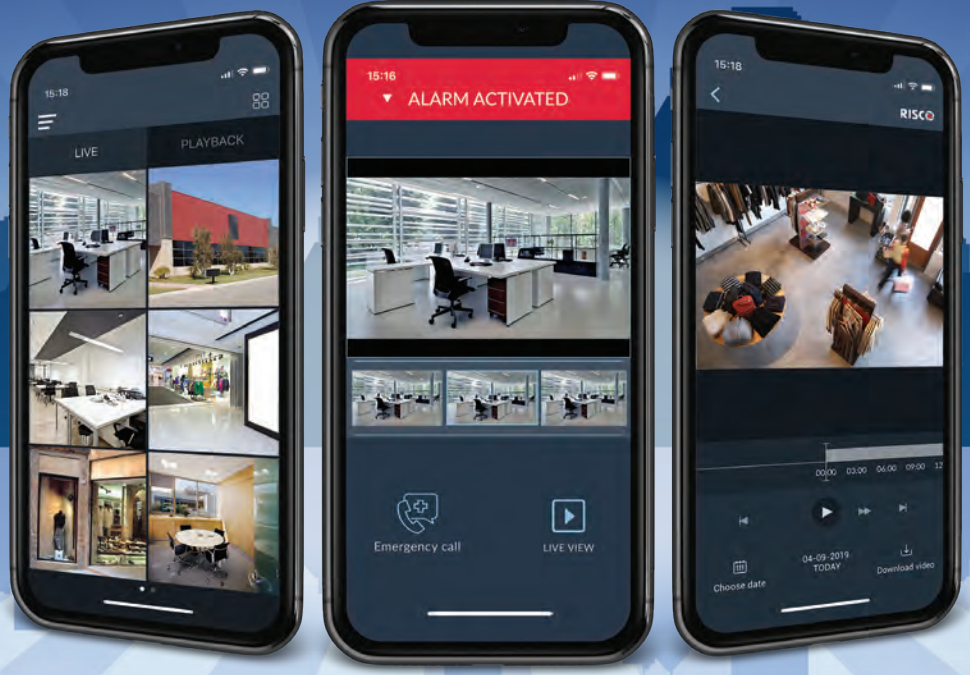

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Something that is often not considered is just how tough it is from the point of view of a manufacturer to do analytics well.

"There are difficulties – the cost of hardware and software is increasing," Qui says. "This is because as a manufacturer we need to use the new AI chipset and develop new firmware based on the chipset. For us what's challenging is that we need to provide a whole solution for the CCTV market, including cameras, recorders, platform and APP. But there are significant rewards for end users, including the fact that video analytics will reduce false alarms and increase accuracy of event alerts."

Video analytics can be vertical specific. For retailers, it's data about shoppers that allows them to understand what's selling and where. For big operations like airports, it's about efficient movement, minimisation of pedestrian and vehicle traffic jams and avoiding congregation points on the vulnerable public side of the terminal. For defence installations, analytics is about policing boundaries. For city managers analytics is about vehicle flow, managing pedestrians and ensuring large gatherings are policed. And for a stadium or a casino, analytics is about recognising a known offender and actioning fast response to bad behaviour. In some cases, an end user may decide they want all these functionalities at once.

According to Florian Matusek, product group director – video analytics at Genetec, the greatest challenges of video analytics for end users and for integrators revolve around the fact there's a myriad of video analytics solutions now available.

"It's becoming a challenge to choose the right analytics solution and to separate the wheat from the chaff," Matusek explains. "There are many solutions that were created quickly using public datasets that look feature-rich at first sight. However, end users and integrators need to be aware that this might not only have license implications if datasets, which are meant for non-commercial use, are used. Less mature solutions also bear the risk of failing when they're needed the most. Hence, any potential solution should be checked for maturity and how long it has been on the market."

What's the most important aspect of the process when it comes to ensuring a successful video analytics application, according to Matusek?

"The single most important question any user of video analytics should ask is what is my use case?" Matusek explains. "Before choosing and deploying a video analytics solution it should be very clear to security managers and other stakeholders what the desired outcome is. Do I want to protect my perimeter and detect intruders? Am I interested in traffic and want to count people? Do I need to investigate my video recordings forensically? Only when this is clear, can the right solution be chosen to ensure a successful application."

For many integrators and installers – as well as for end users – there's an issue with the need to customise video analytics – should end users and integrators stick with solutions created for specific verticals by analytics experts?

IT'S BECOMING A CHALLENGE TO CHOOSE THE RIGHT ANALYTICS SOLUTION AND TO SEPARATE THE WHEAT FROM THE CHAFF.

"While simplicity and usability have come a long way, video analytics are still a complex technology and often require training to be properly set up," Matusek says. "The complexity really depends on the desired accuracy of the analytics. If an OK solution is fine, set up can be very quick. If a highly accurate perimeter protection solution is desired, fine tuning will take longer. And yes, it is in general a good recommendation to choose solutions that are built for specific verticals. This makes deployment easier and achieves higher accuracy."

What are the most common video analytics applications Genetec sees in the real world?

"The single most popular analytics application we see is still perimeter protection," Matusek explains. "Here, video analytics provides real value and the use case is very clear. However, we do see increasing demand in analytics for operations and intelligence. Checking the camera quality for maintenance applications is an accelerating trend as well as people counting. Specifically, using people counting for occupancy management is a key trend for reopening during and after the Covid-19 pandemic.

What's the future of video analytics, in Matusek's opinion – where do we go from here?

"The pandemic brought a big push to the video analytics market," he says. "Previously analytics were often seen as an optional luxury. Now, they are becoming an indispensable part to reopening efforts. We will see a trend to more vertical-specific applications, up to a point where video analytics itself will be so common that we won't see it as a separate technology. It will just be a core part of many applications in video surveillance. ■

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BY JOHN ADAMS

DISPLAYING MULTI-HEAD CAMERAS

There's an increase in the popularity of multi-head cameras – but how hard is it for such cameras to display their full view – should they be thought of as delivering panoramic views, or considered to be a CCTV system comprising 2-4 separate cameras?

One camera, 4 views.

MULTI-head cameras are camera systems that comprise 2 or 4 camera heads in a single housing, allowing them to cover a huge area while eliminating the pixel spread seen with hemispherical cameras. Typically, multi-head cameras feature resolutions of 2MP or higher and lenses with angles of view around 90-100 degrees, minimising pixel spread and barrel distortion.

This balance allows them to offer excellent depth of field, stronger performance in low light and more complete situational awareness. There are challenges, however. Each camera must be set up carefully and it's important to plan the way images will be displayed in monitoring centres to ensure the best possible performance is delivered to operators.

From the perspective of an operator, the secret to a multi-head camera is realising that it's a system that delivers a 4-way split from a single camera point that gives enormous coverage with some overlap using up to 5MP sensors and 90-degree angles of view.

As an operator you don't realise how much you want to see a pedestrian front, back and sides during or after an incident until you have the ability to do so. The beauty of this is that not only are you getting a person or vehicle on approach and departure, you're getting faces across 90 degrees from 4 different directions, which is excellent when you're collating admissible evidence.

But how you deliver this capability to a video wall is something that will require collaboration with security integrators and VMS suppliers.

According to Lee Shelford of Genetec, multi-headed cameras offering wide views have benefits when they are supported by clever software.

"Multiheaded cameras are useful if there is some intelligence behind them, for example if the system can stitch the images together well on screen or if clicking at a point will enable an onboard PTZ to focus in further," Shelford says.

Over at BGW Technologies, Mark Shannon agrees.

"Multi-head cameras are increasing in popularity," he says. "Some are better as panoramic views, and some are better as individual views. The key point with these cameras is to understand what their purpose is and then work out where and how they best fit into a VMS display.

"For example, a 180-degree camera might be very well suited for a panoramic viewing set up, but a 360-degree variant might be better by showing individual streams for 4 different directions or even two 180-degree combined panoramic streams.

"Like most of these products, however, while they are increasing in sales, they are still only a very small percentage of the surveillance market."

Tony Luce of Network Optix says multi-head cameras are a great way to capture more data with less software licenses.

"In Nx Witness multi-sensor cameras are stitched and treated as a single object by default," he says. "Users can treat each sensor as a separate camera, as well, by pulling in individual RTSP streams from each sensor.

"It's really up to the end-user or integrator as to how these cameras will best fit in a customer's system. Some may prefer to treat the camera as a single wide-view device. Others may prefer individual sensors to be used as individual cameras. Nx Witness accommodates both."

Meanwhile, Brett Hansen of Milestone says multi-head cameras should be considered if the application suits them as they can also maximise budget.

"These cameras should be deployed in certain applications where they allow the optimal use of budgets," Hansen says. "It's worth bearing in mind that this strategy is only effective with functional de-warping technology."

Something end users and integrators need to make sure of is that the cameras they choose work well with their VMS solution.

Andrew Cho of EOS says management of multi-head cameras is a strength of Digifort.

"We have already integrated many models of multi-sensor cameras," Cho explains. "We don't do the stitching from our end, but we integrate the stitched image from the camera if they provide that.

"Then from a surveillance client, we have the ability to create a screen style to whatever shape or size to fit that panoramic image exactly as it intended, without stretching or squashing." ■

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H.266 VVC RELEASED

Fraunhofer HHI and partners including Apple, Ericsson, Intel, Huawei, Microsoft, Qualcomm, and Sony) have announced the release and official adoption of the new global video coding standard H.266/ Versatile Video Coding (VVC).

THIS new H.266 standard offers improved compression, which reduces data requirements by around 50 per cent of the bit rate relative to the previous standard H.265/ High Efficiency Video Coding (HEVC), without compromising visual quality. Overall, H.266/VVC provides efficient transmission and storage of all video resolutions from SD to HD up to 4K and 8K, while supporting high dynamic range video and omnidirectional 360-degree video.

H.266/VVC represents the pinnacle of (at least) 4 generations of international standards for video coding. The previous standards H.264/Advanced Video Coding (AVC) and H.265/HEVC, which were produced with substantial contributions from Fraunhofer HHI, remain active in more than 10 billion end devices, processing over 90 per cent of the total global volume of video bits. Both previous standards were also recognized by collectively 3 Emmy Engineering Awards for contributing substantially to the progress of television technology.

Through a reduction of data requirements, H.266/VVC makes video transmission in mobile networks (where data capacity is limited) more efficient. For instance, the previous standard H.265/HEVC requires around 10 gigabytes of data to transmit a 90-min UHD video. With this new technology, only 5 gigabytes of data are required to achieve the same result.

The increased versatility of H.266/VVC makes its use more attractive for a broader range of applications related to the transmission and storage of video.

Because H.266/VVC was developed with ultra-high-resolution video content in mind, the new standard is particularly beneficial when streaming 4K or 8K videos on a flat screen TV. Furthermore, H.266/VVC is ideal for all types of moving images, from high-resolution 360-degree video panoramas to screen sharing contents.

"After dedicating almost 3 years toward this standard, we are proud to have been instrumental in developing H.266/VVC," said Benjamin Bross, head of the Video Coding Systems group at Fraunhofer HHI and editor of the +500-page standard specification of H.266/VVC.

"Because of the quantum leap in coding efficiency offered by H.266/VVC, the use of video will increase further worldwide. Moreover, the increased versatility of H.266/VVC makes its use more attractive for a broader range of applications related to the transmission and storage of video."

A uniform and transparent licensing model based on the FRAND principle (i.e., fair, reasonable, and non-discriminatory) is planned to be established for the use of standard essential patents related to H.266/VVC. For this purpose, the Media Coding Industry Forum (MC-IF) was founded. In addition to Fraunhofer Society, the MC-IF now includes +30 companies and organizations.

The new chips required for the use of H.266/VVC, such as those in mobile devices, are currently being designed. Dr. Thomas Schierl, head of the Video Coding and Analytics department at Fraunhofer HHI, announced "this autumn Fraunhofer HHI will publish the first software (for both encoder and decoder) to support H.266/VVC."

While H.266 is a definitely step towards 8K video resolutions, widespread releases is some way off. Consider than H.264 still predominates, despite the fact H.265 was released as far back as 2013. Probably the key takeaway from the release of the H.266 standard is that a toolbox for taking high resolution video into a 5G future has been released and it's now up to solutions developers to do with it what they will.

Given that around 80 per cent of all internet traffic is now video – and the figure is surely higher for the total data volume of electronic security solutions - H.266 video compression is definitely a development worth watching. ■

THE INCREASED VERSATILITY OF H.266/VVC MAKES ITS USE MORE ATTRACTIVE FOR A BROADER RANGE OF APPLICATIONS RELATED TO THE TRANSMISSION AND STORAGE OF VIDEO.

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IDIS DIRECT IP DR-2316P

SEN's editor takes a closer look at the IDIS Direct IP DR-2316P 8-input NVR using the IDIS DC-Y8C13WRX hemispheric camera. Along with H.265/H.264 codecs, UHD display, 480ips throughput, one-click network config, plug and play connection of IDIS cameras and support for Axis and Panasonic cameras, this solution has excellent flexibility and sweet build quality.

FIRST impressions when unboxing the IDIS DR-2316P 8-input NVR were about the quality. This is very well constructed NVR. The IDIS DC-Y8C13WRX hemispheric camera has exactly the same build quality – it's a real tough nut with the sort of hand feel that suggests a capacity to take a lot of punishment. While this is not meant to be a camera test – not yet, anyway – I can't help but notice the IDIS hemispheric camera is doing a nice job.

IDIS DR-2316P is a Linux-based NVR that has solid core specifications, including 320Mbps inwards throughput, up to 480ips UHD real-time recording, support for H.265/H.264 codec and UHD display, with up to 480ips live display, an integrated 8-channel PoE switch, 8 inputs; DirectIP, AXIS, Panasonic and ONVIF compatibility; and HDMI and VGA outputs. Storage is 2x SATA HDDs and eSATA x1, with up to 8TB capacity for each disk.

Display resolution options are 3840 x 2160, 1920 x 1200, 1920 x 1080, 1680 x 1050 and 1600 x 1200, there's x2-x12 digital zoom, UHD throughput of 180Mbps/480ips (4-channel at 4K), with the ability to support cameras of up to 12MP, encoding modes include CBR and VBR, and recording modes, including timelapse, event, pre-event and panic. There are trigger events, including alarm in, audio detection, motion detection, trip-zone, tampering, video loss, text-in, ANPR and more, while search modes include timelapse, event log, thumbnail, motion and text-in.

There's 2-way audio, client viewer options including IDIS Center, IDIS Mobile, IDIS Web, IDIS Solution Suite, -/1RCA + 1HDMI IP camera delivering 16/16 depending on the camera, alarm input/output, alarm reset in, serial interface RS232 terminal, a USB 2.0 and a USB 3.0, as well as mouse, IR remote control and a network remote keyboard.

On the network side, there's a Gigabit Ethernet port, 8 x Fast Ethernet video inputs, PoE (IEEE 802.3at class 4) supporting 8 ports at a draw of up to 50W, Remote

Data Export via IDIS Player, AVI and JPG, and event notification mail (.cbf and .MP4), callback to remote S/W, and push notifications to IDIS Mobile service. The case is 300mm x 62mm x 231 mm and the unit weighs 2.3kg with a single HDD, has a working temperature of 0C to 40C, power inputs of 12V DC 1.76A for the NVR and DC48V 1.1A for the integrated switch - power consumption peaks at 21.12W for the NVR and 52.8W for the switch.

Meanwhile the IDIS 12MP Panomorph IR fisheye camera is rated IP67, has a 12MP Sensor with 9.4MP (3200 x 2944) resolution, a fixed F1.2mm lens, a pair of micro SD/SDHC/SDXC, smart failover for up to 256GB, 2-way audio, alarm in/out, IK10/IP67 ratings, PoE (IEEE 802.3af Class 3), 12V DC, day/night functionality, wide dynamic range of 120dB, IR LED range of 15m and 6 dewarping view modes.

TEST DRIVING IDIS

Before I get down to steering the system the first thing I do is get the system connected. The whole thing with this IDIS solution from Hills (IDIS used to be branded Pacom, remember), is functionality and simplicity. This well-made NVR is designed to self-launch with the bare minimum of intervention from installers, which is lucky from *SEN's* point of view, as our first attempt involved powering up the NVR without powering the integral 8-input PoE switch.

Once this penny drops, IDIS does its own thing, commissioning itself with no more than a worried glance at the big red light on the front from *SEN's* operator, finding the connected camera and then allowing settings to be tweaked in the easiest possible way.

Sometimes with older plug and play solutions setups, you'd tango a bit with the wizard only to find the system settle itself on a screen that offered little functionality and no obvious escape route. Happily, IDIS Direct IP DR-2316P is cut from richer cloth and it's around 2 minutes from power up to commissioned.

While I've not got the NVR overburdened with

cameras in this little bench test, the way it comes together makes it clear that firing up 8 cameras, twiddling camera settings, naming each camera and so on, would be a very simple undertaking. The most challenging bit would be establishing cable runs in the sorts of SME applications ideal for its functionalities.

Management of the system from the main screen is more or less icon-based, and is set up in such a way that you don't have to drill deep cores to uncover fundamental truths. At the top of the screen are the display options, you can also click between cameras in full screen with a forwards and backward arrow, which I rather like. Next is a freeze button, a panic button and a sequence function selection.

The next icon shows status – and the way it works really underlines the beautiful simplicity of IDIS, as well as highlighting the reason installers and customers still love NVRS. You click and up comes a table that shows a camera grid and all possible settings relating to it and their current status – motion detection, audio, shutter speed. Next comes device, then VA box, alarm box, system snapshot showing disk state and other details, then there's storage and finally a graphical map of the network that includes useful information like ports in use, total power draw, and network availability.

The search function is the same – it's designed to be as simple as can be. There's a click and drag timeline, a calendar, play and playback controls and bookmarks. From here you can clip copy, print and zoom. Next along is the setup function and this is where all the heavy lifting gets done in terms of general setup, managing user rights, user and network security, storage settings, self-diagnosis and custom values.

There's also access to camera details, including MAC address and passwords, privacy masking, VA object calibration, SSLs, stream settings, audio, SD cards, recording write parameters, scheduling, pre-vent recording, smart failover and statistics. Event recording options are very comprehensive, there's alarm device setup, network settings, notifications, display options and status. For a compact CCTV application, this system is very well featured, indeed.

When it comes to the IDIS 12MP panomorphic IR fisheye camera, because the test I'm doing is about the IDIS system, I don't do a full street test with the IDIS DC-Y8C13WRX hemispheric camera but that is definitely on the cards. This is a nice camera. As mentioned, the build quality is other level – very impressive – and the image quality tags along behind. There's strong resistance to blur and IR performance is strong and even – ideal for the sorts of applications this camera will find itself in.

Resolution is excellent, as you'd expect, but the camera also does well in areas like colour rendition and sharpness and there are low CAs and good management of backlight and blooming. Obviously, with a very short focal length, you're going to get barrel distortion of the full sensor image, but that does not alter the fact this camera is a situational awareness powerhouse.

Combining a 360-degree view with big resolution and H.265 compression (which I am using in this test), gives the best of both worlds – you have strong detail without a massive bitrate. You could support multiple panomorphic IDIS cameras with this NVR and you'd wind up with a solid surveillance solution. A particular advantage of image quality is that it makes analytics more reliable and that feeds into this IDIS solution, too.

CONCLUSION

IDIS NVR and panomorphic camera are well matched in *SEN's* compact application. Setting up this system was a breeze – you're really a passenger – but the system has functionalities that reward the engagement of a thoughtful technician.

Managing the system is easy, thanks to a simple GUI that keeps key functionalities within reach at all times, and the search function is intuitive and full featured. Things I particularly liked included the ability to get a one-click snapshot of system state, including network availability, camera link, HDD state and internal temperature.

Finally, the IDIS camera is pro quality and well up to the task of supporting retail and other SME applications. It would also reward external 180-degree applications, thanks to resistance to overt ghosting when provoked with direct light. This is the first time in a while that we've been hands on with IDIS (formerly Pacom) gear, and we were impressed. Well worth a look. ■

FEATURES OF THE IDIS DIRECTIP DR-2316P INCLUDE:

- Total incoming throughput 320Mbps
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A Tech in Lockdown

In this month's interview John Adams speaks with Innotec service technician Brett Emmins about the life of a tech during COVID-19 lockdown.

Q: Have you and the other Innotec technicians been busier or less busy since the outbreak of COVID-19?
A: It's been pretty stable - we have seen a slight slowdown in larger project-based works but the service work is still going well.

Q: How has the spirit of the team been over the last 3 months – is the crew pulling together?
A: From a spirit perspective it's been great as the entire Innotec Security team has been very supportive and has been assisting all the techs (and I'm not just saying that because the bosses will read it).

Q: What's been the biggest challenge of a COVID-19 lockdown from your work perspective?
A: There are things that have been a real test for us all. From my own experience it has been difficult as people seem to be wanting to not meet face-to-face. People are obviously wanting more distance and being cautious (which is a good thing). We also now have some new paperwork and procedures that we need to do before entering a site.

Entering and leaving sites that have increased restrictions, the limited number of people working in an area and also in high rise sites, the lift restrictions and social distancing challenges have added time to the process of getting where you need to be, plus each client has their own individual Covid-19 restrictions that are tailored to that individual site.

WE ALL HAVE OUR OWN INDIVIDUAL TOOLS WHICH WE WIPE DOWN AND CONTINUALLY CLEAN ONSITE AND OFFSITE.

Q: What has system commissioning been like over the last 3 months – are you able to do some of it hands-on, or is some, or part of that process, now remote?
A: We have always done remote programming where possible, so we were pretty used to doing it this way – it's something that has increased. However, there are times and tasks that can only be handled in person onsite. However, we ensure all the requirements for Covid-19 are taken into consideration and adhered to – we seem to have been pretty successful with these strategies.

Q: Have you found some facilities – like universities – offer better access during lockdown?
A: Yes, for sure. Most commercial buildings, public places/venues have improved all their lockdown procedures and implemented new lockdown instructions and we have assisted numerous clients with implementing this, be it with access control, CCTV and alarm systems.

Q: Are end users requesting the addition of different functionalities – no touch access and remote management, video analytics proximity detection, contact tracing modules in management systems – as a result of the COVID-19 outbreak?
A: I am not in sales but just being on site and speaking to clients we have noticed that people are replacing or requesting quotes for touchless exit/entry points.

People are more hesitant to touch things and are using elbows, cards or other stuff to touch buttons, like lift controls and exit buttons.

Our sales director Rob Rosa confirmed that the request for contact tracing through access control, touchless (no-touch) equipment together with VMS analytics to assist in contact tracing, has increased.

Q: What about 'touch' solutions – fingerprint biometrics and exit buttons for instance – has COVID impacted on these from your perspective?
A: Again I can see just from the

experience on sites where I have done service work, people are more hesitant to touch things and are using elbows, cards or other stuff to touch buttons like lifts, etc, so I believe that the technologies you mention are less attractive options and this explains why people are asking for touchless solutions.

Q: Do you think many of the systems you were already installing are in some ways ideal for organisations needing to handle remote security and automation around their sites?

A: Most of the clients we deal with have pretty new technology in their sites and have already been configured for remote connection and we have been doing this for quite a while now. For example, we have always done a fair bit of remote maintenance given many of our clients have pretty smart systems at their locations.

We do this because it saves customers from continually having techs attend sites but there are certain clients and also certain issues that cannot be fixed without attending the site. To be honest, we haven't seen a huge change in this area, but I feel things will start to lean towards remote maintenance wherever possible thanks to COVID-19.

Q: Have any interesting installation situations cropped up during the COVID crisis so far, or has it been more business as usual with masks?

A: It's been an interesting time but I

Seriously, it's not that hard - just continually think about your safety and that of all the people you are in contact with.

BEING ON SITE AND SPEAKING TO CLIENTS WE HAVE NOTICED THAT PEOPLE ARE REPLACING OR REQUESTING QUOTES FOR TOUCHLESS EXIT/ENTRY POINTS.

haven't really had any work situations which would be described as interesting. Pretty used to working with masks anyway, given when we work on certain areas, we need to wear numerous PPE, so for us it's sort of normal apart from being in a pandemic. The remote work is ongoing.

Q: What's the protocol with sharing tools – has this been an issue or is it down to common sense?

A: We all have our own individual tools which we wipe down and continually clean onsite and offsite. We don't need to share tools but if for example we need to get specialist equipment, then we need to ensure it is cleaned and wiped down with sanitizing liquid, which our bosses have supplied ample of.

Q: What's the key to working successfully with clients during COVID lockdown?

A: Innotec has been pretty proactive and the bosses have been very stringent with rules, policies and implementation of Government legislation and recommendations. We immediately introduced dedicated SWMS for Covid-19, cleaning of equipment and offices, etc. Clients have been great as well in understanding that these are not usual times but as long as we demonstrate that we are doing the right things (and we are) then they are comfortable with us being on their premises and doing work.

Q: What advice would you give installers on how to handle COVID-19 challenges based on your own experience?

A: Just consider everyone else around you and do the right things. Continually wash hands, sanitize, social distance, cough in your elbow, wear a mask, if you feel unwell don't go to work or on any site and just do all the basic 101. Seriously, it's not that hard - just continually think about your safety and that of all the people you are in contact with. ■

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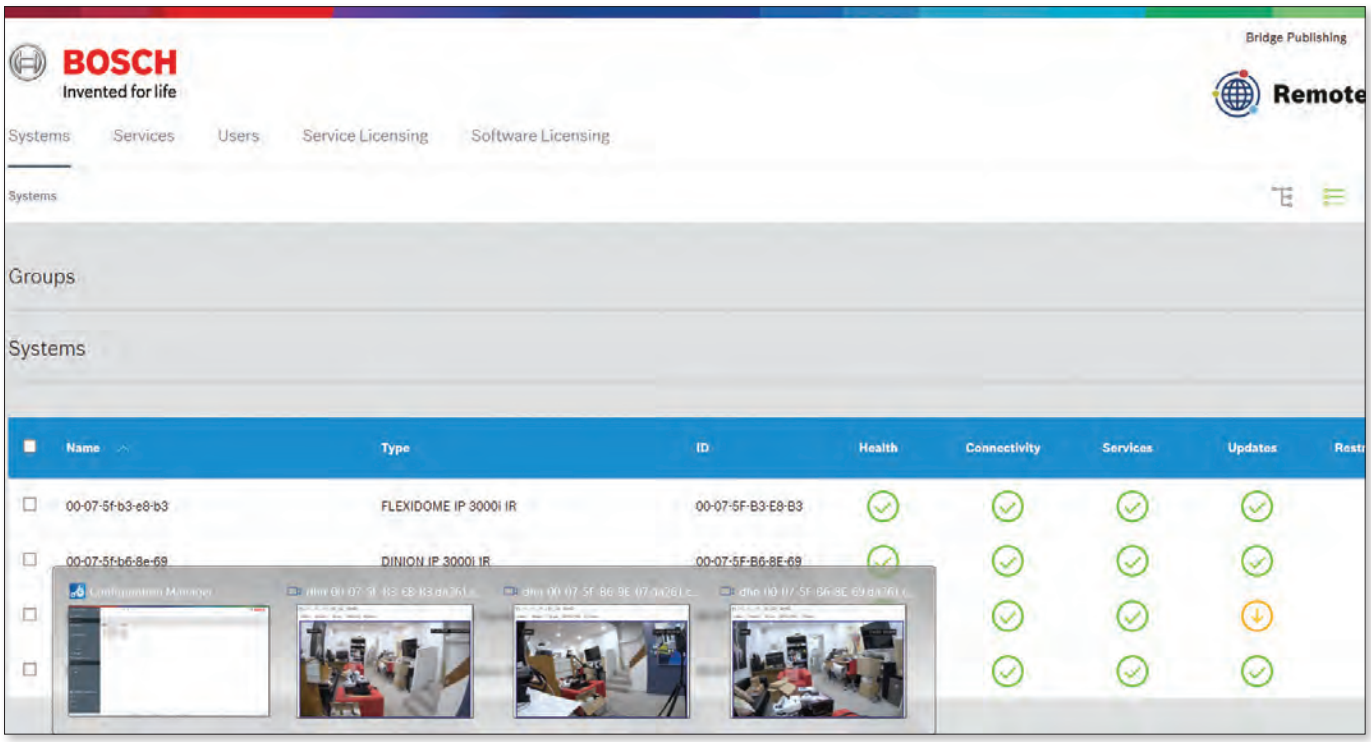


BOSCH REMOTE PORTAL

Bosch Remote Portal is a powerful free tool for integrators, technicians and end users that allows remote access, management and viewing of Bosch cameras in a way that makes more sense than ever before.

BOSCH'S Remote Portal is at the heart of a suite of very clever solutions that act as a bridge between installers, customers and their solutions. Software solutions can often seem intimidating - there can be layer upon layer of rabbit holes down which to conceptually fall.

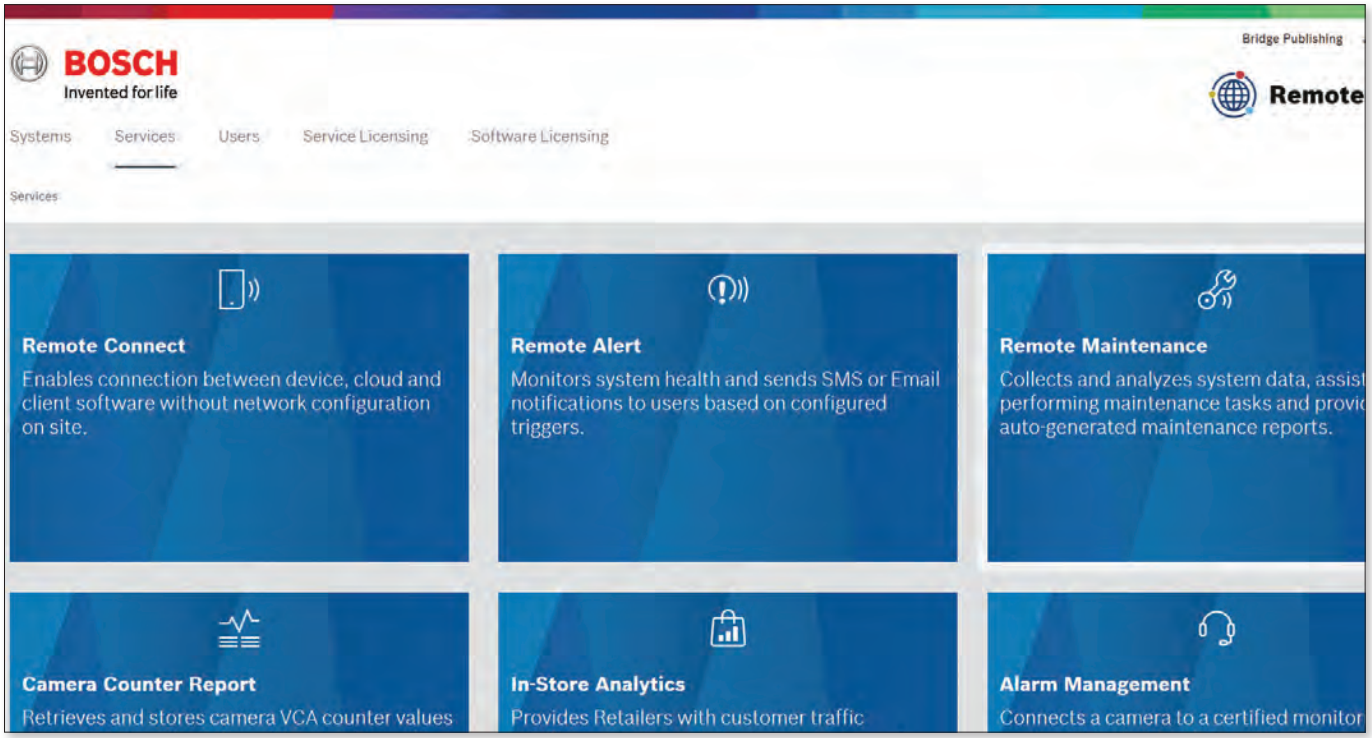
Remote Portal is a different animal entirely. Unsurprisingly for a Bosch product, this feels like a mature engineering solution - it's entire focus is about putting people and technology together with the lowest possible touch rate. Wherever you look with Remote Portal there are operational features that make life easier for every stakeholder by enhancing system operation and site security. Within Remote Portal, the Remote Connect, Remote Alert and Remote Maintenance functions are all free services.

My experience of Bosch Remote Portal came with a broadside of Bosch cameras in a large cardboard box. Given we usually test a camera at a time here at SEN, this seemed daunting. But in practise, Remote Portal made all those issues go away – it's designed to swallow hardware and deliver functionalities – not only to installers but to service techs and end users, too.

At a base level, Remote Portal is a cloud-based solution designed to connect, maintain and manage devices via the Internet. While it's possible to wrangle large numbers of cameras, smaller applications are its forte. When applied to such applications – including enterprise SMEs - it breaks down barriers between installers, end users and their devices in a secure way that extends lashings of value-add in all directions.

Best of all, core elements of Remote Portal are free for installers and their customers, allowing access to cameras via multiple apps and tools to deliver management of devices, reporting of health, upgrades of firmware, as well as serving up remote operational capabilities for customers. Sweet, too, Remote Portal can be managed by installers, who can create and manage customer applications, while authorising access for tech support on the fly.

There's also a subscription service from which installers can buy a license for customers, giving them an analytic counter that supports multiple cameras with data stored in a client's private database and displayed as a customisable graph. There are



multiple instances of a counter in the counter module and these can be assigned to any camera connected to Remote Portal. The graph allows a dataset of information to be gathered over a period of time – you can go back and compare store customer numbers of time, for example.

In terms of architecture, there are 3 Remote Portal clouds, each server-supported in an Amazon data centre - one in the US, one in EMEA and one in Asia Pacific. The Asia Pacific service was launched 6 months ago, and this is the portal I connect to (thanks, Ray Vara for help with that). These portals are end-to-end secure through high security encryption and once you and your devices are registered, you are on the sterile side of the cloud.

In my case, there are 4 Bosch cameras on *SEN's* little network – a big 3000i bullet, a mini dome, a turret and a compact dome – I'm going to tweak these via Remote Portal in order to get a sense of just how capable the system is. But before we go down that path, let's cover off the various functionalities of the system.

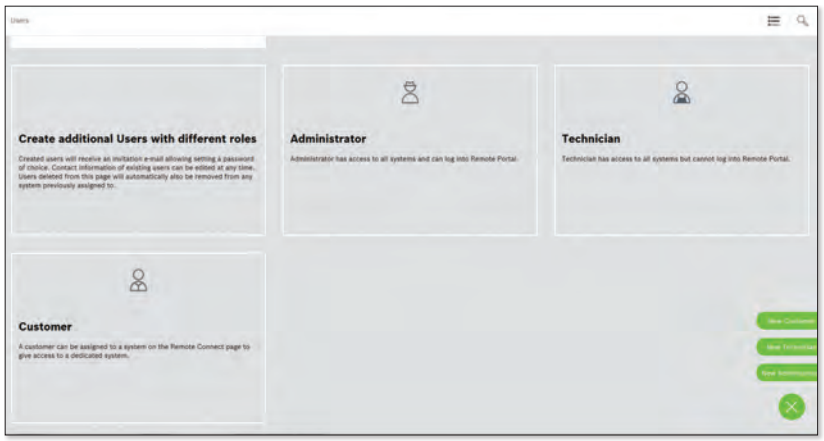
FEATURES AND FUNCTIONS

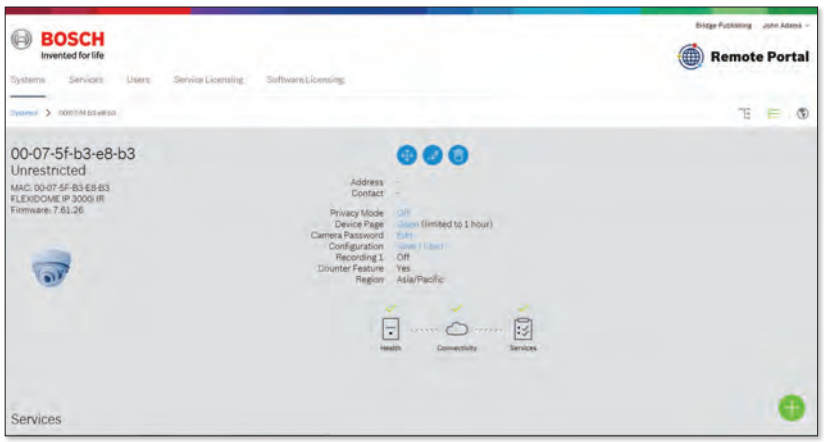
Remote Portal supports all Bosch camera types, including older models, which can be upgraded so they can connect directly to the Remote Portal. Divar network devices can also connect. Bosch Remote Portal allows remote configuration of devices over any browser – this could mean less capable techs could install the hardware and more experienced techs remotely commission them – or it could mean the ability to install devices during quiet periods then commission them remotely from home or the office – anywhere there's low latency internet.

It's also possible to handle procedures like firmware upgrades – in fact, Remote Portal allows techs to do anything remotely that they could do on site, not counting actual installation of physical devices. Importantly, Remote Portal also allows coherent management of an installation company's customers and a customer's sites and devices through the creation of customer accounts. This means groups of cameras can be segregated and managed separately.

And installers can also monitor the health of these devices – they can get alerts to failed HDDs, failed power supplies and notifications a camera is disconnected. All this allows the installer to resolve issues immediately and to manage disparate solutions for multiple clients with maximum efficiency. Once you get your head around this, you start to appreciate just what a solid solution it is.

Remote Portal also works to maintain services – including those intelligent video analytics for lines of people, cars, etc – you can make this counter precise – for instance, it might relate to direction and must be a person. That counter information is stored in the





camera and is always available in the camera until retrieved and reset. It's possible for integrators to build a dashboard interface displaying 12 different cameras to show this data.

Remote Portal also allows integrators to tweak remotely to allow users to have remote access to particular cameras on computers, iPads, iPhones or Android phones using free apps. This whole process is very easy once the cameras are registered because there is already a secure connection to cameras - you don't need to think about a fixed IP address. This secure connection is constantly maintained by the Remote Portal, which always knows the IP address where a camera can be found, so you don't have to mess around with it.

Helping installers from the get-go is the Project Assist app that lets installers take a scan of a QR code and register a camera to their phone. This done, the camera will be registered to the cloud via the Remote Portal. These tools allow inventory to be managed and cameras to be pre-commissioned as well as commissioned via the cloud. The idea of all these pieces of interlocking software is that you only need to mount the device on site and everything else can be done from anywhere there's adequate connectivity – I keep repeating it, but that's the guts of this solution.

Something else that's great about the Remote Portal is that when a camera is commissioned it keeps a record of the camera serial number, camera type, MAC address, model, firmware version, etc. What this means is that if there's an issue with a camera onsite you can see all those details via Remote Portal – there's no battling through folders of paperwork, or going to site to get the information in person. The time savings are considerable.

Another thing it's possible to do is back up a camera's config and restore it if a camera with complex IVA is damaged. You just swap the old camera out, connect the new camera to Remote Portal and download the config – that's a great feature for busy techs. Remote Portal also shows the health of cameras, recorders and services in real time with a green tick. Remote Portal will show you when there is an update available for a device. You then click and firmware will be automatically updated remotely. It's also possible to take a camera out of the system by making it private.

With licensing for extra features you go to license tab and you add your license and hit ok – the licenses include camera counter – this is a 12-month subscription. After you make an order, a key to unlock to license is sent to installers and you log into Remote Portal and cut and paste the key to activate the functionalities, which include the in-store analytics and camera alarm management. In-Store Analytics is ideal for customers who want to know what is going on around a site – the system sends an x/y position to the cloud to create reports – number of people, direction they went, walking speed, how long they stopped in front of a product. Neat things like engagement reports, through traffic reports, heat mapping reports, people counts and queues are all part of the operations module within Remote Portal.

Camera alarm management is also handled through Remote Portal and enables cameras to report analytic alarms and deliver the video alarm event clips to video monitoring capable control rooms for actioning.

DRIVING BOSCH REMOTE PORTAL

As befits the product of an engineering company, there's a deep simplicity to Remote Portal that takes a little getting used to. Once I have my cameras set up, I bounce around inside the application before working out where my functional boundaries are.

When it comes to set up, there's modular simplicity to the process. As a new customer if you wanted to set up a Remote Portal you go to the Remote Portal app, then create a username and password, and register. Once this is done, you can then link cameras to your Remote Portal account via the Project Assist app, or go directly to the camera browser and do so there. Alternatively, you can undertake this process via Bosch Configuration Manager, which is what happens with *SEN's* solution after upgrading the Configuration Manager software version.

You then you go to Remote Portal – there's an indicator which tells you if the camera can see the portal – and the camera will ping the portal to tell you whether or not it can connect. Next, you click 'register' on a camera and add your username and password – the camera uses those details to securely connect

to Remote Portal and then lets you know it has connected – and from then it's all about working remote.

There are multiple ways of adding devices – you open the camera web page, go to camera config, go to the advanced page and within the page find 'cloud-based services', you put in your user name and the password, agree to terms and conditions, click connect and you get confirmation of connection. If you use configuration manager, you can do it via the cloud in bulk – you could add hundreds of cameras (I only add 4 to *SEN's* system). All this can also be done with the Project Assist app, remember.

As an installer, when you add a customer, you assign cameras to them and after they register, they can access the cameras by being directed to their cameras that they can drag and drop to the viewer app.

Something that's great about Remote Portal is that it turns multiple remote cameras into a system. You can install a flash card in a camera, add a counter and with no DVR or server you've created a recording device able to support event recording and analytics, too. These qualities make Remote Portal ideal for enterprise retail applications – not only for managing and maintaining them but monitoring them as well.

When it comes to managing access to the system, you can create roles in Remote Portal – these are admin, techs, customers – you add the cameras to the account as an installer, assign rights to the customer and they download free apps to view cameras. To undertake this process, you type the customer's email address into Remote Portal, and it sends an email asking them to enter a password to create a Remote Portal account. Customers can then download the Bosch Video Security Client from the Bosch website, or view cameras via the Bosch Video Security App.

There's also a tech role that might be assigned rights to a camera or a site so they can go in and do more complex commissioning, such as tweaking IVA configuration. Techs granted access via Remote Portal can't see live streams or replay but they can get into relevant config pages and work on camera setup. This also allows an installer to get remote help with a complex script from Bosch tech support.

BOSCH'S REMOTE PORTAL IS AN EXCELLENT SOLUTION THAT'S PERFECT FOR INTEGRATORS WHO NEED TO MANAGED CONSTELLATIONS OF CAMERAS INSTALLED WHO KNOWS WHERE.

Once customers are assigned, installer admins can buy licenses, add them to customer accounts, assign them to devices, administer the account – add new cameras to customer sites, create different groups and associate devices to groups, including cameras and NVRs. All this makes it very easy to see what's installed at a site.

Remote Portal is low touch at multiple levels – there's no port forwarding and no complex setup – you can add or delete customers very quickly and you can add cameras in groups, too, which is very handy with larger applications. Also cool, when installers are loading cameras to a site, as they type the address it comes up on Google Maps, which is integrated into Remote Portal. This integration also allows installers to search for cameras using maps with the portal – they just go to maps and click on the icons that populate it.

CONCLUSION

Bosch's Remote Portal is an excellent solution that's perfect for integrators who need to manage constellations of cameras. It's especially strong as a way to professionalise the management and maintenance of many compact CCTV systems in retail and SME applications, where it allows integrator administrators to deliver an elevated level of service across an entire customer list, no matter how large or complex.

Remote Portal has a way of simplifying what has always seemed intensely difficult by pulling all devices into a secure ecosystem and then granting fast access to functionalities between groups of trusted, interconnected stakeholders – techs, admin integrators and end users. If you've never seen it, take a look. This solution is highly recommended. ■

FEATURES OF BOSCH REMOTE PORTAL INCLUDE:

- Sign-up is simple and at no cost
- Easy to add users via portal roles (admin, technician, customer)
- Secure connection, strong encryption and authentication
- Installed base overview, connectivity state in browser, access for configuration
- Simple management of clients devices for their viewing benefits
- Upgrade to services like IVA Counting, In Store Analytics, Cloud-based monitoring
- One password to maintain all sites.
- Full Database/Health notifications – Faster response times, helps with SLA, maintenance repairs
- Maintain latest firmware for security reasons – without visiting site. Instant notifications FW update
- Backup/restore configurations on camera devices.

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Smart Home Threats, Opportunities

What are the greatest opportunities facing the smart home market in 2020 and beyond? The Z-Wave Alliance put this question to smart home industry commentators as part of its State of the Ecosystem Report and the responses highlighted some key issues.

What are the opportunities and challenges in the smart home market? The answers vary and their nebulous nature highlights the tension that exists in the smart home market, where low end systems compete with high end solutions. But there are threats and opportunities that point the way forward – and they offer hints for the electronic security industry, too.

According to Amy Wallington of HiddenWires, the biggest hurdle facing consumer adoption is the lack of interoperability.

"So many devices do not work with other devices, making it difficult and confusing for the homeowner and limiting them as to what they can buy to work in their home," Wallington said. "Also, many consumers do not see the benefit of owning smart devices over traditional appliances. Some are put off by the complexity of these gadgets.

"One of the biggest opportunities for the growing smart home market is the environmental impact it can have, playing its part in the reduction of global warming. Smart devices and automated homes can help with energy management and cost savings. Something as simple as a sensor can ensure that lights and temperature control, for example, are only used when needed if someone is in the room. Another opportunity which not enough people are realizing is the healthcare benefits. Unobtrusive monitoring can help to keep the elderly and disabled in their homes for longer while keeping them safe and reducing the need for caregivers."

For Stacey Higginbothom of Stacy on IoT, COVID-19 looms large in the future of smart home solutions but may have a (very tarnished) silver lining for some technologies.

"In post-COVID-19 world (the pandemic) will have helped us overcome some of the hurdles to mainstream adoption of smart devices by offering a reason to pick them up and install them," Higginbotham explained. "The post-COVID-19 world, however, can't help with the other big challenge – interoperability. Consumers will not accept frustration when trying to purchase devices that should work together, nor will they accept a lengthy and convoluted installation effort."

Developers of technology have a role to play in smart home acceptance in the future.

"Building trust in the providers of smarter homes will not only advance mainstream adoption, it will also ensure that providers of such gear remain compliant with upcoming laws designed to help customers understand where their data is going and to how to control its use," said Higginbotham.

Interoperability keeps popping up in the responses – it would be no surprise to hear this coming from Z-Wave manufacturers, but these are industry commentators and have no skin in the game.

"If a technology is going to make the leap from early adopters to mass adoption, it needs to be simple to set up/install/use, and it has to work reliably, all the time," argues Jeremy Glowacki of Residential Tech Today. "To gain traction with the masses, it would also need to

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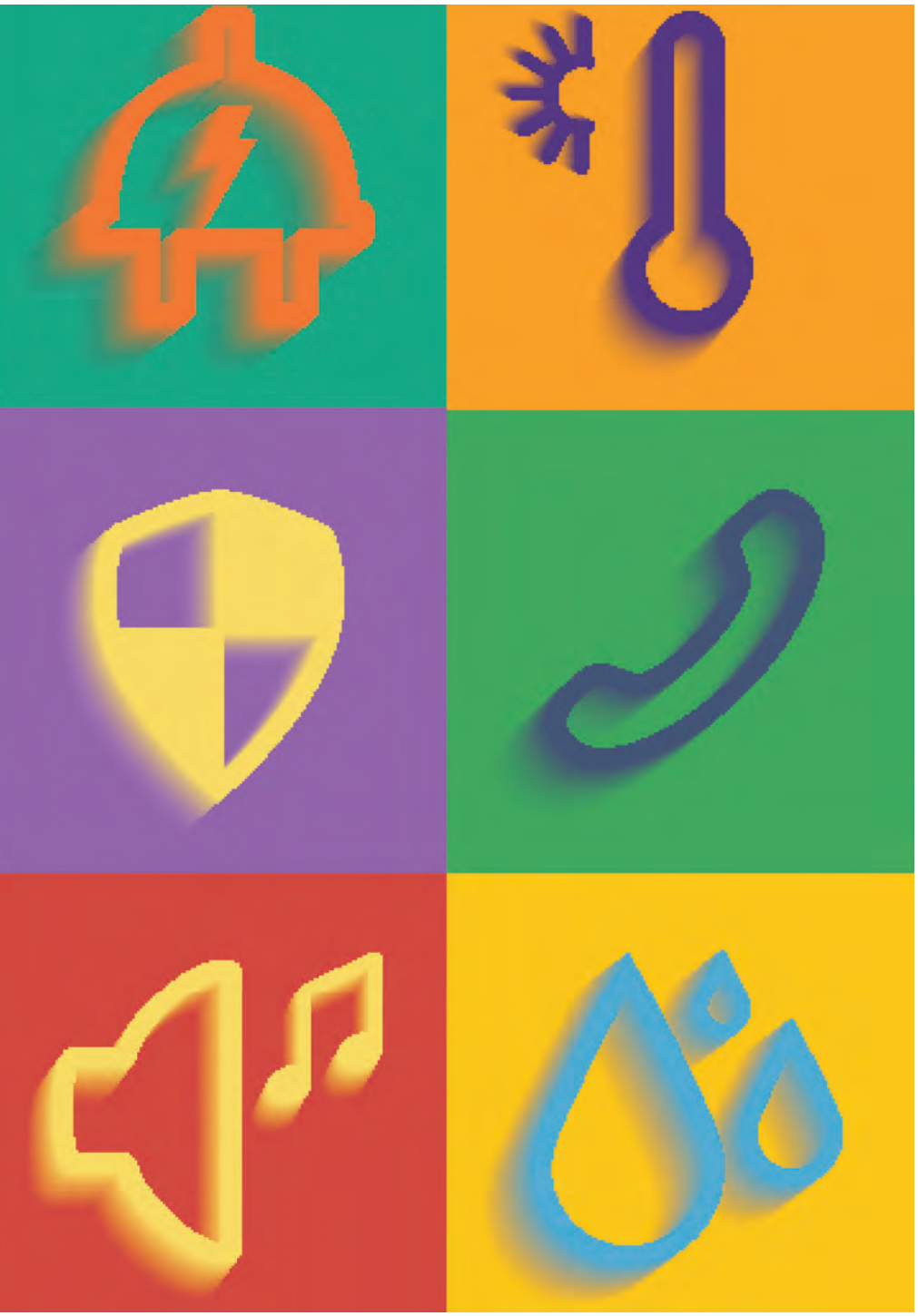


truly solve a problem or bring joy or comfort to people in some way.

"Conversely, a big opportunity in the smart home is providing a robust home network with even Wi-Fi coverage throughout. In uncertain times, most consumers would love to know they can rely on their network infrastructure to operate at its best even if it doesn't have a trusted professional to fix it quickly."

Glowacki is not the only one pointing the finger at networks.

"The biggest hurdle is the network," says Tim Albright of AVNation. "Since I think that's going to be solved, the next will be a crowded field of products. It will take a few years for the truly horrible products to fail and the good ones to remain.

"The greatest opportunity may come out of the COVID-19 crisis - the need for a more robust home network. Millions of workers across the globe are realizing their network is fine for streaming Netflix but never realized how little it could really handle. Dealers will have the opportunity to build even stronger foundations for networked devices."

For Tony Savona of Residential Systems there's an opportunity in higher end solutions.

"I think the greatest opportunity for the smart home market is the single, whole-home control system," Savona says. "Now that people know what a smart home can do for them, I see them as wanting to maximize its benefits."

Health is another area that proffers opportunity.

"I think wellness will be the big opportunity for integrators going forward," says Bob Archer, of CE Pro. "Consumers are rapidly learning about smart homes and the next phase of that educational process will be the benefits of wellness and services such as circadian lighting, water and air purification and other similar amenities."

For Paul Lamkin of The Ambient, the future offers the opportunity of the ordinary. It's an insightful take, when you consider in the 1970s hardly anyone had colour TVs or clothes dryers and no one had a reliable dishwasher until the children grew up.

"I think we'll move away from seeing things that are internet-connected as futuristic and instead, expect things to simply be smart," Lamkin said. "Already there are white-good manufacturers whose flagship kitchen products all come connected as standard, and I expect that to evolve into other areas of the home including tools, storage, bathrooms, decorations and more.

"I think people will not only want smart products for automations and the like, but for self-diagnosis, self-cleaning and so on. I think the term 'smart home' will die out as people just assume and expect pretty much everything in their houses to be smart; aside from the stuff we're used to seeing as smart now."■

COVID SAFE SECURITY

As Australia faces a second wave of COVID-19 infections, security suppliers and security teams need to work together to protect staff and customers using every means at their disposal – procedural and technological.

WHEN it comes to COVID-19 management everything is now on the table. Security solutions, including proximity detection and reporting access control modules, proximity detection modules and solutions for CCTV, as well as more rigorous COVID-19 management procedures – including mandatory masks – hands-free access control entry and exit solutions, and anti-viral strategies of every kind should be used wherever and however possible.

Despite the fact BTM solutions have collided with government regulations, regular temperature taking is important. Staff who can still work during lockdown – that includes most of the electronic security industry – should be taking temperatures every morning before work. How this is handled on site is a matter for individual organisations. Something else to consider is how systems are managed. More than ever, end users and service providers, too, need solutions that are automated, offer remote access, are reliable and deliver situational awareness in digestible forms.

According to Mike Margrain national technical account manager, Gallagher provides multiple solutions to assist with the operation of a COVID-safe workplace.

"The pandemic has created increased interest in compliance, reporting, and notification related features which we have had proven solutions for over many years—particularly through strengths in the government and mining and resources verticals," Margrain says.

"This wide feature set in Gallagher Command Centre includes the ability for mobile access control, including door override actions, and touchless biometrics. Integration with temperature and facemask detection devices within the access decision are supported, with the ability to apply results from 1 detection device into decisions on other doors for a configured length of time.

"Given the intelligence in our devices, we support custom screen messaging and notifications to alert users of the need to perform tests and advise of other conditions of entry. Notifications can be sent to users to advise a need for re-testing, why access may have been denied, or simply to broadcast mass alerts or helpful information to a workforce. These can be sent via e-mail, SMS, and via free push notifications to registered mobile devices."

According to Margrain, Gallagher's free Proximity and Contact Tracing Report provides sites with a tool to identify potential contact a suspected COVID patient may have had with others—including the time they spent in an area together.

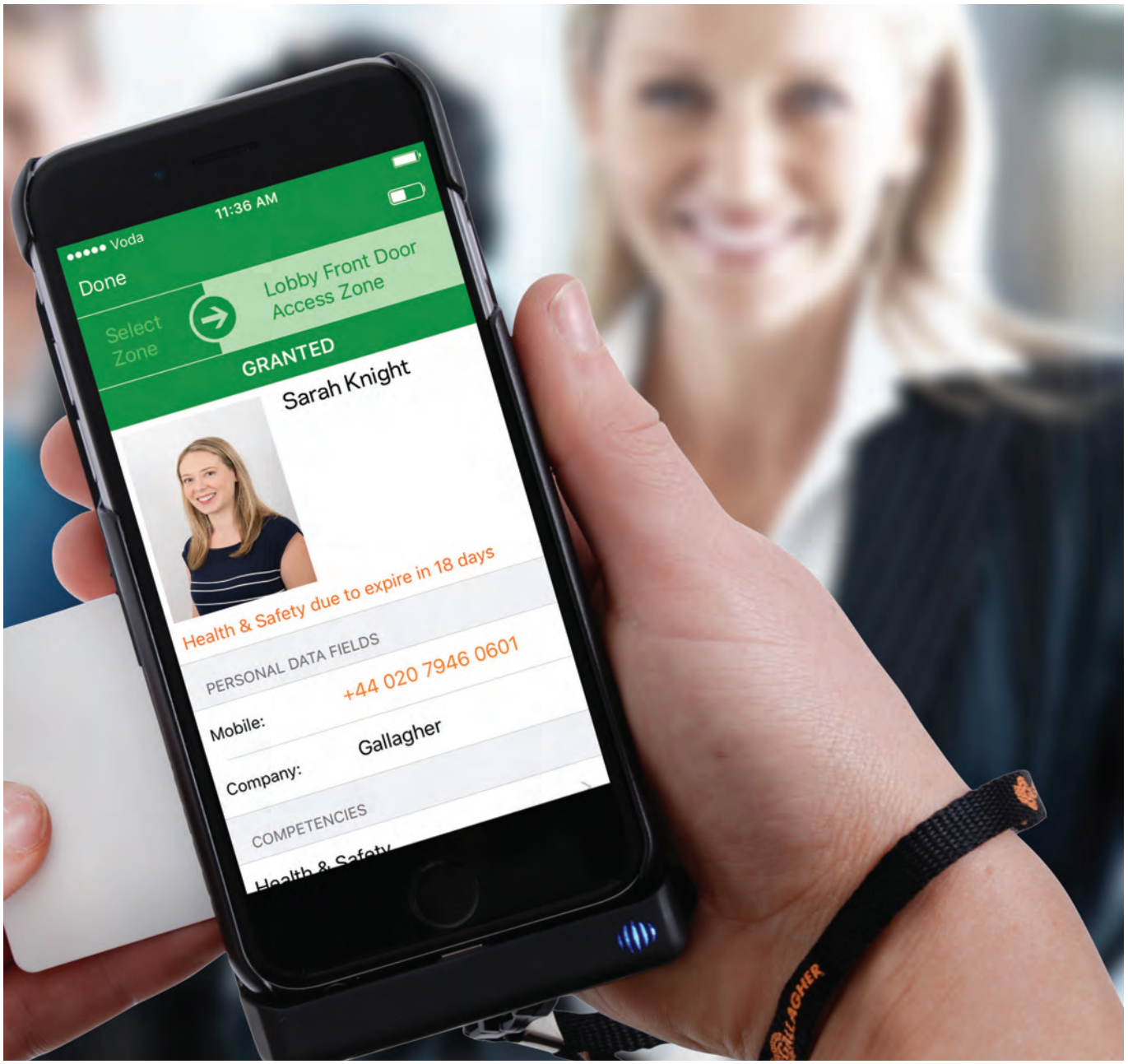
"This report also supports the concept of 'generation' to allow filtering where people who came in contact with an 'origin' may have then come in contact with others," he explains. "Report filters support time spent thresholds and the contact layers to follow, among others. These results can be used to send out notifications to those people who may have been in contact with someone (to perhaps recommend quarantine or testing), or conversely contact those who the system shows were not in common areas at the same time—particularly useful if there were concerned workers.

"Meanwhile, Live Zone Location monitoring allows dashboards to be created in our Command Centre client for visibility of where anyone is at a given time, as well as also being supported in our Command Centre Mobile smartphone client for iOS and Android. The system allows automatic assignment of workspaces to cardholders in hot-desking scenarios with associated reporting to identify which cardholder was at a given space at a point in the past.

"This includes the ability to then identify others who may have been working in that area on the given day. This reporting mechanism proves very useful when people are moving around larger work areas but create a higher potential risk to those in neighbouring cubicles."

What are the key challenges suppliers and integrators need to overcome to help customers get through the COVID crises, in Margrain's opinion?

"We have seen customers with a need to solve



problems to improve their workplace to manage COVID, come to us to assist with solutions," he says. "The adage of 'where there's a will, there's a way' has been true with Gallagher Command Centre – through use of existing features that can simply be configured to suit the requirement. The exception to this was the Contact and Proximity Tracing report, which we developed quickly and made available in market. This was an initiative we moved on and provided at zero cost to all users running any version going back 2 years.

"A good recommendation to end-users here is to reach out to your integrator when you have a business problem you need to solve. It may very well be that a solution is very much so in reach with your existing installation. Gallagher strives to build products that create safe and secure environments to work and play in—and if the product cannot do it today, we will always work with you to build something as required."

I BELIEVE THE CURRENT SITUATION DEMANDS PEOPLE DO THE RIGHT THING AT ALL TIMES. ANYTHING THAT HELPS ACHIEVE THIS SHOULD BE THE PRIORITY.

If there is one piece of technology you think could most assist the fight, what would it be? Hands-free, contact tracing, something else?

Though he says a COVID-19 safe security and automation system might include analytics for

proximity in closed and open spaces, proximity detection for tracing, daily temperature checks, hands-free access and egress, work from home, masking procedures, distancing procedures, extreme hand hygiene, application of protective surfaces and surface coatings but according to consultant Luke Percy-Dove there's no magic bullet, technologically speaking.

"I am yet to see any viable solutions so far, but a wish list would definitely include hands-free access and egress, people counting and analytics to alert to people congregating," Percy-Dove explains. "If I were to think way outside the box of what would be socially acceptable, perhaps air showers at building entries to decontaminate people before entry could help. If people do the right thing (masks, distancing, hand hygiene, self-isolating when ill), there is actually very little value that technology can add.

How important is it for security integrators to wrap their heads around liberating automation, remote management, mobile functionalities and zero-touch solutions during the COVID crisis in Percy-Dove's opinion?

"It's very important, particularly with many staff working from home and the restrictions on travel," he says. "Staff will be exposed to more risk than ever while working on client properties. The more time they spend working outside the home, the greater the chance of becoming infected. It's in everyone's interests to minimise on-site work where possible. Also, integrators need to know where to get some quick wins for their clients, so knowledge around things like zero-touch egress devices is important too."

What are the key challenges we need to overcome to help customers get through the COVID crises, in Percy-Dove's opinion?

"The key challenge I see is overcoming the "we have always done it this way" approach to security and risk," he says. "Covid-19 has thrown business a curve ball nobody could ever have predicted. We need to appreciate that we have to do things differently now because so much has changed."

Over at C.R. Kennedy, Darren Banks views a COVID-19 safe security and automation system as a composite of multiple technologies and procedures.

"Based on discussions with customers it is apparent that they're definitely interest in products that remove the need for touch," he says. "We have had interest in touchless egress, facial recognition for both access control and time in attendance solutions as for CCTV applications. With the deep learning and AI capabilities available in the market today there is the potential for people counting solutions that count both entry and exit removing the need for an individual to manually count which can lead to errors and potential exposure. There are also the analytics available that can detect crowd formation and loiter, however, the problem faced with deploying this technology is someone physically has to monitor it and be capable of taking the appropriate action. C R Kennedy has products that provide all the above.

Does CRK have a solution that fit into an overall COVID-safe workplace and how does it slot into an existing security solution?

"Our Dahua and UNV access control terminals have the capability of facial recognition and are designed as access control points that can be integrated into existing access control solutions, however, there may be some additional software development required depending on the integration required by the customer.

"Both the Dahua and UNV terminals can process the facial recognition solution on the device and provide outputs to the existing access control solution, however, this would be a low level interface with little control from the access control head end. C.R. Kennedy has the Dahua AI solution that can be programmed for people counting solutions and crowd formation to manage distancing and authentication."

According to Banks, most companies understand what they need to do to try and provide a safer environment for employees and customers, however, he says that financially this may be a challenge for a lot of companies, due to the loss of revenue caused by the COVID-19 outbreak.

Scott Myles of security consultancy, ICS Group, says that with the Coronavirus pandemic resulting in shared buildings and public places becoming high-risk environments for the spread of this disease, electronic security designers soon realised a fresh look at the way they designed solutions was needed.

"The shifting of our client's goals to a greater emphasis on the health and wellbeing of staff, customers and the general public, as well as the protection of assets, has seen technology play a vital role in addressing the challenges as a community that we all now face," Myles explains.

"In meeting the challenge and addressing the individual needs of clients, our design strategies rely on all the tools we have available to us as we continually work outside the traditional system design box. This has seen enormous cooperation from the industry in our design workshops. More than ever we have seen system automation and AI working together with organisational policies and procedures to mitigate against the spread of COVID and protect people.

According to Myles, as security consultants, ICS Group has a responsibility to its clients to take an holistic approach to COVID-19 crisis and ensure solutions do not become part of the problem.

"As it is with all risks, elimination of the source may sometimes be the safest option, however, as designers of electronic security, we believe that technology will play a vital role in meeting this challenge," Myles explains.

"Clearly, any designs and recommendations first take into consideration the existing infrastructure, the site-specific operational factors and identified risks and we back fill from there. So, moving forward, in the first instance we encourage a zero-touch design strategy to allow our clients to navigate and access their facility or place of work with as little contact as possible – for instance, without needing to touch doors, readers, intercoms, lift call buttons, etc, while still maintaining the same level of secure control.

I BELIEVE THE CURRENT SITUATION DEMANDS PEOPLE DO THE RIGHT THING AT ALL TIMES. ANYTHING THAT HELPS ACHIEVE THIS SHOULD BE THE PRIORITY.

"Next is to look at contact tracing, and this is where the automation between systems such as CCTV and EACS can deliver positive outcomes. For example, in the event of a reported COVID case, through the generation of post-event functionalities of the EACS solution and report generation, can assist in pin pointing the locations of the doors and possible contacts that the diagnosed person had at the facility, and with the automated footage being easily available, allows the contact tracing team to easily identify other persons that may have been in contact with the infected person.

"As well as assisting in contact tracing, knowing high traffic areas is also useful in identifying the areas in most need of regular cleaning, with reports and alerts allowing operators to programme the necessary scheduling, reducing frequency on low use doors and areas and increasing the frequency where required."

Myles says that although the integration of EACS with CCTV can assist in controlled workplace environments, it is not the case when it comes to public spaces such as shopping malls, where infected persons are not required to pass through any control point.

"These circumstances are where video facial recognition can assist with contact tracing," he explains. "There are many solutions on the market

SYSTEM AUTOMATION, IF NOT ALREADY IN PLACE, WOULD BE MY FIRST STEP FOLLOWING A ZERO-TOUCH STRATEGY.

that offer post-event facial recognition, and once the subject is identified, the solution has the ability to track the individual on other cameras through a facility. This makes it dependant on the existing solution and infrastructure, but it may be possible to simply add a third party analytic or activate such a feature within the camera."

According to Myles, getting the basics right when it comes to COVID-19 procedures is a baseline.

"Getting back to prevention and detection, adopting the government recommendations of social distancing, hand hygiene, mask wearing and not coming to work or going out publicly when having symptoms is essential to the control of the disease," he says. "This forms the basis of our non-technical strategies and recommendations of having available hand sanitizers, screens to protect staff and suitable signage that supports public awareness.

"However, technology can play a role in certain circumstances, through video analytics, such as area crowding and people counting, which provide a useful tool for generating alerts within monitored solutions. Also valuable is the activation of in-the-field voice or digital signage annunciation to help manage behaviour when there is a breach with social distancing. Although proximity and crowding analytic is subjective to the camera angle and field of view, we have found that dedicated real-time people counting treatments and alerts provide a front-line defence against overcrowding."

What about body temperature measurement solutions?

"When it comes to temperature (thermal cameras) detection, we take a conservative approach with the deployment of such technologies, as in our opinion it is too early to make a call on the effectiveness due to the many claims and counter claims of the (so called) experts, and a flood of products on the market," Myles says. "From our understanding, there are many examples of asymptomatic cases of COVID-19, and examples of false triggers from these thermal devices that from a control mechanism, pose an element of risk. However, in controlled situations, such as hospitals and airports, this technology (if it meets required government regulations and is certified), provides another tool available for operators as an early warning detection in some circumstances. Although our opinion is inconclusive, one should not discount the deterrent effect that this technology may have on ill people moving around protected spaces."

How important is it for security integrators to wrap their heads around liberating automation, remote management, mobile functionalities and zero-touch solutions during the COVID crisis?

"It has been my experience that as an industry, we often miss the opportunity of realising the benefits of automated and integrated solutions, where moving forward analytics can play a more realistic and positive role," Myles says. "Although for integrators it is vitally important that they have the understanding, support and skills to be able to embrace the challenges of zero-touch and solutions to assist in addressing the issues faced with this pandemic, ultimately, it is the clients' decision. They must employ system designers and consultants that have the necessary skills to identify risks and deliver necessary solutions. In my experience from an integrator's perspective, except for design and construction, integrators are delivering to a defined scope with little opportunity of deviation."

What are the key challenges we need to overcome to help customers get through the COVID crises, in Myles' opinion?

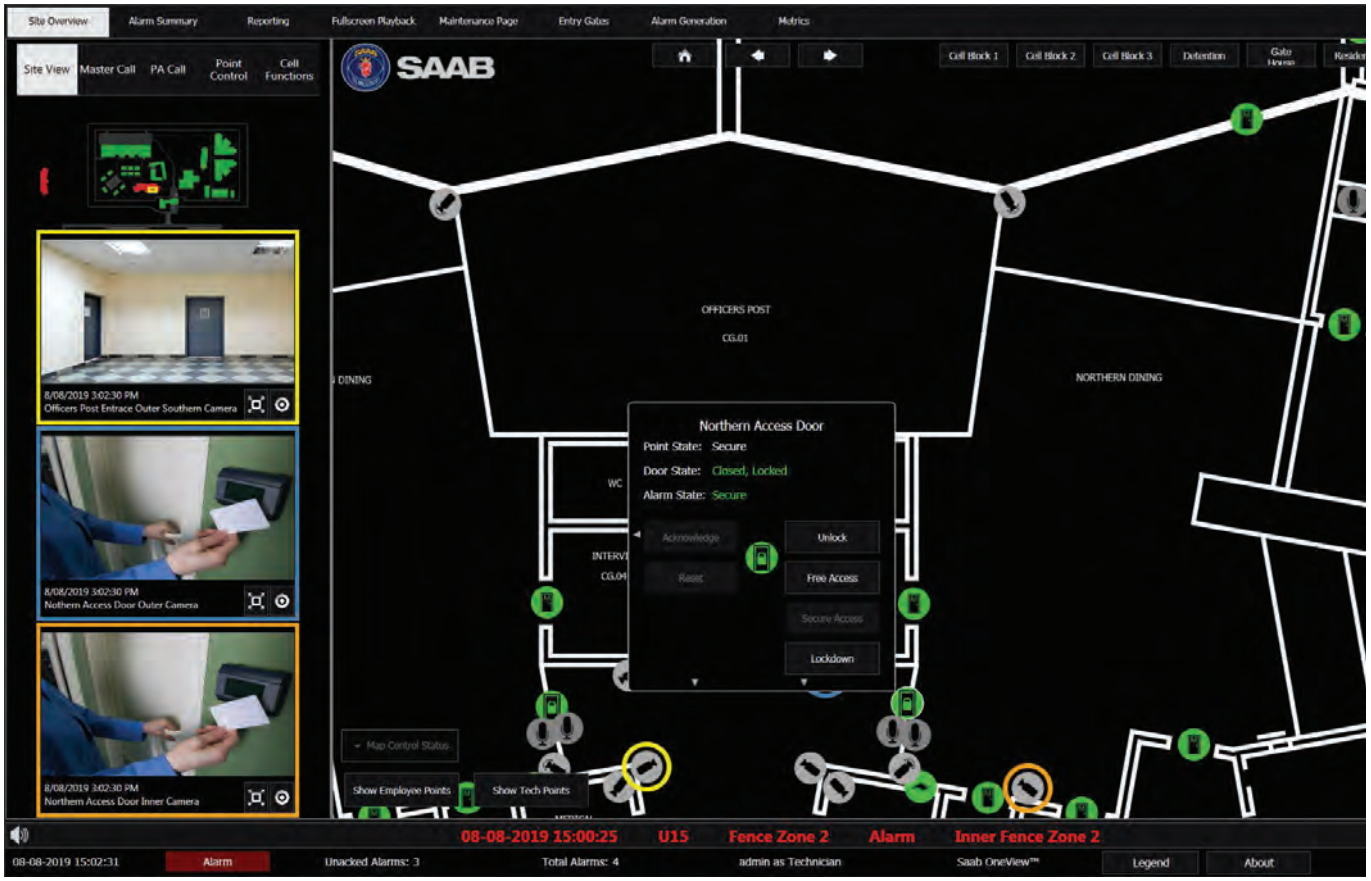
"In this economically challenged environment, with many organisation suffering from a downturn of productivity and decreased revenues, one of the biggest challenges organisations face is available capitals or corporate appetite to invest in these technologies and strategies that will ultimately assist as we start opening up and getting back to business prior to having a vaccine," says Myles.

According to George Moawad, the ideal COVID-19 safe solution would be a solution that is always evolving and agile first and foremost, because the challenges faced are changing on a daily or weekly basis.

"The single pane of glass ideal has never been more relevant," Moawad says. "We are asking our security officer and healthcare professionals to not only handle more but also undertake new and complex processes, so giving them all the info on a tablet or mobile device while they put themselves in the front line and harm's way is a priority.

"Next is taking the emotion out of this 'new way of doing things'. As we have seen in the press, there are many very emotional situations arising. Consequently, the ability to guide front line personnel through step-by-step prompts helps them not only remember the new way of doing things, but also if they are confronted with a heated situation of non-mask wearing or high temperature reading, how to deal with it safely as well as legally as they can be led by prompts from the system.

"Going back to that single pane of glass, having all these new sensors unified will help give true and legitimate information to the building personnel. By combing people counting occupancy married with access control data, crowd density as well as proximity information from the access control logs, thermal temperature reading from connected thermal CCTV devices, organisations can get a 360 and informed view."



According to Moawad, all of Genetec's COVID-19 related innovations have been developed to work with client's existing security solution, notably:

- A free Contagion/Contaminant Proximity Report for Genetec Security Center Synergis access control customers in response to COVID-19. This report helps organisations find all the people who went through a door near someone thought to be contagious.
- A new Occupancy Management package which leverages inbuilt KiwiVision People Counter video analytics and Security Center Live Dashboards to visualise occupancy in real time. This helps organisations operate within local guidelines for occupancy density by counting the number of people in a store or business, visualising the data and sending alerts to employees when occupancy limits are reached.
- A new Virtual in-patient hospital rounds solution which allows medical staff to speak with and see patients without entering a room, which in turn optimises the use of Personal Protective Equipment (PPE). It leverages Sipelia intercom communications with Security Center to enable two-way conversations.
- Healthcare PPE access control and self-service portal. Genetec customers can now use Security Center Synergis and wireless padlocks to restrict access to PPE and use Genetec Self Service Kiosk to check out PPE equipment.
- AutoVu LPR solutions can also be used for tracking vehicle occupancy in a parking lot or can track specific vehicles in a wider geographic area.
- Genetec is also in the process of testing thermal cameras and working to extend capabilities within the Security Center platform.

Moawad says it's vital integrators wrap their heads around liberating automation, remote management, mobile functionalities and zero-touch solutions during the COVID crisis.

"This is extremely important," he says. "Touchless and frictionless solutions have never been more critical, so security integrators need to ensure they get up to speed as soon as possible. Security is going to play a major role in shaping new systems, policies and procedures for businesses – it's also an opportunity for them to take a seat at the board room table.

"Genetec has always encouraged collaborative work with our customers to better understand and address their needs. Customer requests push us to innovate and find new solutions to existing and new challenges. We continue to encourage this dialogue to stimulate the innovations needed to face COVID-19 challenges, in the short-term and long term. It's important for us to create software solutions that build upon and support the growth of our customers, address today's reality, and prepare for the future with scalable solutions not only quick fixes to the problem of the day." ■

Editor's choice

What's new in the industry.

HANWHA ARTIFICIAL INTELLIGENCE CAMERAS FROM CSD

Hanwha's new AI range of 4K cameras can distinguish people, faces, age, gender, vehicles, and license plates and Wisenet's AI algorithms quickly and accurately identify the attributes of objects within the camera's field of view.

Equipped with the Wisenet Best-Shot feature ensures that only the most suitable images of classified objects are sent to the storage server. By combining these cameras with Hanwha's Retail Insight v2.0 business intelligence application a complete analysis can be quickly and easily provided on the activity within the premises.

Available in indoor and outdoor versions with multiple form factors, these feature rich cameras are suitable for a range highly populated applications including retail, public transportation, carparks, and stadiums.

Distributor: CSD
Contact: 1300 319 499

INNER RANGE INTEGRITI NOW INTEGRATES WITH BOSCH SECURITY ESCORT

Integriti by Inner Range now has the ability to track the location and safety of people and assets in real time through its recently completed integration with Bosch Security Escort. Real time live tracking through Bosch Security Escort allows Integriti users to perform complex automations based on the location of the assets or people being tracked. There is also the ability to receive and act on man-down alerts and lanyard pull events within Integriti.

This integration is especially useful for aged care, health care, universities, museums, correctional facilities, or any other location where tracking people or expensive assets is important. When this integration is combined with the large number of other Integriti integrations, hundreds of scenarios are possible.

In a scenario of a person with a transmitter entering a large manufacturing area, their location can be narrowed down to within a 7.5m accuracy. This information can be utilised for incident response, investigative purposes, or to track people who have tailgated through an access control door.

Manufacturer: Inner Range
Contact: +61 3 9780 4300

JACQUES TECHNOLOGIES AND LUXRIOT ANNOUNCE HIGH LEVEL INTERFACE

Jacques Technologies and Luxriot have announced a high-level interface between their systems.

Combining Jacques quality audio intercom system with Luxriot's leading video management system Evo – the solution captures and records audio streaming with the associated CCTV.

Encapsulating the capabilities and benefits of third-party integration by efficiently using security resources. It allows users to maximise investment of existing equipment while seamlessly deploying advanced technology.

The integration compliments both systems – multicast audio captured from Jacques IP intercoms (650 Series) is received and recorded by Luxriot Evo 1.16.2 (or higher) and synchronised with any selected video channel(s), including third party CCTV.

Distributor: Jacques Distributors

VISIONPASS FACE RECOGNITION ACCESS CONTROL FROM IDEMIA

Idemia's Dave Tullipan says VisionPass is the ultimate hands-off facial recognition access control device. VisionPass combines a state-of-the-art optical set of 2D/3D/infrared cameras with IDEMIA's latest advances in AI and image processing, enabling a high level of security and real user convenience. VisionPass incorporates IDEMIA's latest spoof detection mechanisms, making it resistant to spoofing attempts. It's also able to cope with face changes (helmet, headset, change of haircut, glasses, etc).

"VisionPass is the newest addition to IDEMIA's range of frictionless biometric access control devices, and the most powerful facial recognition device in the market," Tullipan said.

"Designed in collaboration with partners and end-users, this robust and reliable device provides near-motion 1-second verification through multiple angles and in all light conditions and is resistant to all kinds of spoofing attempts."

"VisionPass can be deployed at any location: indoor (wall or gate-mounted) or outdoor (IP65 rated)," Tullipan said.

Manufacturer: Idemia
Contact:+61 2 9424 3575

HID INTRODUCES OPEN ARCHITECTURE AERO PLATFORM

● HID Global has introduced its new open architecture Aero Controller, a hardware, firmware, software library and tool infrastructure accompanied by an API integration package for access control software providers.

Aero controllers are based on Mercury controller technology and fit into the same footprint as HID VertX controllers and are backward compatible with HID VertX modules to simplify upgrades.

According to HID, its open-architecture controller portfolio provides original equipment manufacturers (OEMs), channel partners and end customers an array of solutions for deploying a broad range of physical access control systems.

The controllers include hardware, firmware, software and tools that speed development time, as well as host and controller authentication, and encryption to protect keys. HID Aero enables remote management capabilities with HID Signo and other HID readers supporting Open Supervised Device Protocol (OSDP), minimizing the need for field inspection and reconfiguration.

The controller's multi-device and third-party application integration capabilities enable easy integration of wireless locks and other devices, as well as destination control and dispatch, intelligent power supply analytics, FICAM authentication and numerous other advanced applications.

Distributor: HID Distributors

HIKVISION ACUSENSE V2.0 FROM ATLAS GENTECH, CSD

● CSD and Atlas Gentech have released Hikvision's AcuSense deep learning-powered V2.0 cameras.

This range of cameras offers aea protection and perimeter security by combining existing features such as line crossing and perimeter detection with a new deep learning algorithm. AcuSense can accurately distinguish people and vehicles from other moving objects which reduces the amount of false video motion alarms by up to 95 per cent.

Powered by Hikvision's Darkfighter technology, AcuSense V2.0 can deliver clear cut images even in the lowest lighting conditions of 0.003 Lux at F1.4 (4MP). AcuSense V2.0 activations will generate alarm events which will be searchable when reviewing recorded footage for specific incidents. This saves many hours of wasted time reviewing irrelevant video trying to identify an event saving time and money for the end customers.

The inclusion of 2-way audio allows customisable warnings to be played when an event takes place or automatically trigger the built-in alarm siren and strobe light. For more information contact your local CSD or Atlas Gentech Branch.

Distributor: CSD
Contact: 1300 319 499

DAHUA DUAL-LENS CAMERA WITH BEHAVIOUR DETECTION

● C.R. Kennedy has released Dahua's DH-IPC-HDW8341X-BV-3D 3MP WizMind dual-lens IP67, IK10 network camera with behaviour detection and H.265 compression. Thanks to its deep learning algorithm, the camera's Dahua Perimeter Protection technology can recognize human and vehicle accurately. In restricted areas (such as pedestrian area and vehicle area), the false alarms of intelligent detection based on target type (such as tripwire, intrusion, fast moving, parking detection, loitering detection and gathering detection) are largely reduced.

The deep learning algorithm and 3-dimensional scene information generated by Dahua Stereo Analysis technology can recognize people's behaviours, such as fall detection, people approaching detection, people number error, stay detection, violence detection, and then generates alarm signals and triggers linkage.

The camera's Dahua Face Detection technology can also detect faces in the image and thanks to the deep learning algorithm, this technology supports detecting, tracking, capturing and selecting the best facial image, and then outputting a face snapshot for security teams.

According to C.R. Kennedy, these functionalities, combined with the system's accuracy, make it ideal for challenging applications, including aged care, retail, hospitality and business management strategies designed to maintain social distancing during the COVID-19 crisis.

Distributor: C.R. Kennedy
Contact: +61 3 9823 1555

Editor's choice

What's new in the industry.

PARADOX PARADOR – HANDS FREE ENTRY/EXIT FROM CSD

● Paradox Parador vertical entry/exit detector from CSD is designed to automate high traffic area doors and help staff return to a safer working environment.

Upon approach, the Parador vertical detector can release the door, allowing entry or exit of a location, eliminating the need for touch. Features of Paradox Parador include:

- Adjustable lens position (0° or 10°)
- Selectable operational voltage (12Vdc or 24Vdc)
- Adjustable alarm signal duration
- Detects hand-sized objects for card access applications: 2.1m x 1.5m
- Detects body-sized objects for security applications: 6m x 4.5m

Parador operates at 9Vdc to 16Vdc or 20Vdc to 27Vdc (selectable); 18mA maximum current consumption; hand-sized detection from 2.1m; body-sized detection from 6m; 0.2m to 3.5m/s walk speed and operates at -10 to 50C.

Distributor: CSD
Contact: 1300 319 499

PADDE ES2000 SERIES STRIKE FROM SEADAN

● The ES2000 series electric strikes manufactured from stainless steel and designed for use with all access control systems are now available from Seadan.

According to the Seadan team, these strikes are suitable for use on hinged doors and can be mounted on the left or right-hand side. They offer a strong, dependable and long-lasting electric strike solution with a 850kg holding force and endurance rating of 1 million cycles.

Key features include that the lock is fully monitored including strike locked and door latched, fail safe/fail secure changeable on site, low current consumption – Max 175ma @12Vdc, 850kg holding force, 4-Hour fire rating, SCEC-endorsed.

Distributor: Seadan Security & Electronics
Contact: +61 3 9263 0111

INNER RANGE RELEASES INTEGRATION WITH WISENET WAVE

● Inner Range's latest integration is between Hanwha Techwin's WiseNet WAVE video management system and the Integriti integrated access and security platform.

By creating this integration with Hanwha WiseNet WAVE, Inner Range allows users to not only have the access control records from their Integriti platforms, but also enables them to draw relevant video from the surveillance system. A user can easily visually verify an event, the entities involved, and then take the appropriate course of action. WiseNet WAVE is deeply integrated to Hanwha's AI range of cameras which offer a suite of video analytics capable of triggering actions within Integriti.

These powerful video surveillance features from Hanwha, combined with the performance of Integriti, provide a seamless interface to an integrated video, access control and intrusion system. Inner Range says the result is a complete workstation for security staff, operations, and facility management that offers "a seamless experience for users where video supports the verification of system alarms and access control events".

The integrated platform provides extensive functionality and an improved user experience for the administrators of larger facilities with onsite personnel constantly monitoring the building's security. End users can see relevant recorded or live images of events that occur within their monitored environment by integrating Hanwha WiseNet Wave video surveillance systems with Inner Range's Integriti or Infiniti solutions.

Manufacturer: Inner Range
Contact: +61 3 9780 4300

SHADE CONTROL FROM ALARM.COM

● Alarm.com now allows the control of shades/blinds with a Philio Shutter Module, which connects to a switch to allow customers to control their window blinds from their smartphone from anywhere, at any time.

This solution allows customers to control their blinds from their app, set schedules so blinds open or close at a specific time, create rules so blinds close when the house is armed and open when the house is disarmed and set up a 'scenes' button that closes blinds in the evening and opens them in the morning.

Please contact apac-sales@alarm.com for more information about Alarm.com and how to become a service provider.

INNER RANGE DEVELOPS NXWITNESS PLUG-IN FOR INTEGRITI/ INFINITI

● Inner Range's R&D department has completed the link to control the Nx Witness video management platform with the Integriti/Infiniti solution.

End users' ability to stream both live and recorded video, as well as control PTZ cameras through Integriti/Infiniti via this open platform, allows customers to monitor physical access control events throughout their facility, all achieved from a central monitoring workstation.

In addition, Integriti/Infiniti responds to events that may be triggered within the video surveillance system. These events/alarms are categorized by Integriti/Infiniti to follow the requirements set forth by the system's user. The Inner Range solution responds effectively as the incident demands.

Many clients require the integration of video surveillance with access control, and this combination of products provides that solution to meet the growing needs of organizations. Inner Range also includes intrusion functionality into this integration, which adds capabilities that otherwise might create frustration for integrators.

Manufacturer: Inner Range
Contact: +61 3 9780 4300

ENTRY LEVEL SURVEILLANCE, HIGH PERFORMANCE

● Uniarch from Uniview is a range of entry-level surveillance market with IP CCTV products that, according to distributor EOS Australia, delivers high performance at a competitive price.

Uniarch includes IP security cameras and network video recorders (with PoE switch) that offer everything you need for a small-to-medium size business and residential application such as retail stores, offices, cafes, restaurants, medical centres, nursing homes and childcare centres.

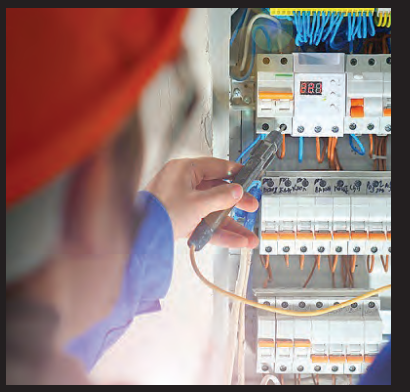
Uniarch is easy to install and comes with features including:

• Ultra 265 (the combination of U-Code and H.265 compression
• Maximum 95 per cent bandwidth and storage reduction
• Wide dynamic range (WDR) to ensure excellent image with significant foreground and background illumination difference
• Uniarch IP network IR cameras are available in dome, bullet and turret range.

Distributor: EOS Australia Pty Ltd
Contact: +61 2 9749 5888

Help desk

Our panel of experts answers your questions.



Q: What's the most vulnerable element of an electronic security system as far as SEN is concerned? Would you say it's head end equipment, equipment in the field or the network that's operating behind the scenes?

A: Electronic security systems have bottleneck points of failure – a single sensor is not a bottleneck, while a wireless alarm communicator that acts as the primary link to a monitoring station is a bottleneck. It's possible to diffuse these chokepoints by adding layers of redundancy.

We tend to think the most vulnerable element of electronic and networked security systems is power supply. Monitor power through SCADA controller, or through the access control or alarm system. You can add additional battery support/UPS, and formulate procedures for immediate dispatch of a static security officer in the event of power fail, should elements of a system be set to fail open.

Some other areas of vulnerability are accessible earths, accessible comms infrastructure, the unsecured racks in shared IT spaces, accessible cable trays, and security devices and support cabling installed within reach and/or without the support of secure housings and tamper alarms. The other key vulnerability of electronic and networked security systems is installing them without adequate support from physical security solutions.

There are other areas of failure that don't spring immediately to mind. Inadequate or unknown procedures, inability to reach emergency contacts in an emergency, system designs that fail to provide sufficient layering to protect assets between the time of intrusion and the time response teams arrive.

Other issues that may render an electronic security solution operationally powerless include blind spots in situational awareness caused by too few alarm sensors, unmonitored mechanical keyways that cannot report door state, CCTV cameras that are poorly sited, poorly chosen or poorly commissioned for the applications, security systems that are not monitored by professional monitoring teams, etc.

Q: What cabling would you recommend for applications that must be fire-rated?

A: When looking for fire-rated security cables seek out products sheathed with ethylene-methylacrylate, which resists fire and has low smoke emission. Along with this, EMA cables are abrasion, oil and fuel resistant and able to function at 120 degrees C.

Not surprisingly, there are some installation considerations with toughened cable – including the fact they should be installed with a bend radius of 6 times the external diameter.

Pretty obviously the structures supporting fire resistant cable should also be fire resistant – that includes fixings. A key element of fire resistance is to ensure the cables have no connections, junctions or terminations in the 'hot' zone. You'll also need to hunt up porcelain fuse holders.

Q: We use quite a few AA and AAA batteries in our solutions – they are especially prevalent in wireless sirens, remote keypads and the like. We find that while they last a reasonable length of time, from about 18 months out, all bets are off. What would you recommend using and would you endorse rechargeables?

A: We would recommend rechargeables – we favour Panasonic's Eneloop. If you go down this path, you'll find there are 2 choices – standard (white case) and Pro (charcoal case). The standard batteries deliver 1900mAh, while the Pro versions deliver around 2500mAh. The extra hustle comes at a cost – the standard versions can be charged 2100 times, while the Pro versions can only be charged 500 times.

In the case of security gear, we think this means the better choice is the Pro, which will still outlast the device many times over. Eneloops are a game changer in rechargeable batteries – they continue to hold more than 90 per cent of their charge after 10 years, which makes one-use batteries seem a waste of precious resources from a time long past. The only difference is upfront cost and over device lifetime rechargeables pay for themselves hundreds of times over.

Q: I need a digital soldering station for work and for home projects and was wondering if you could recommend something that's affordable but good quality. Also, any tips on the qualities I should be looking for?

A: We'd recommend the X Tronic Model 3020 XTS Digital Display Soldering Iron Station 10 if you're on a tight budget (about $A50) or the Hakko FX888D-23BY Digital Soldering Station FX-888D (around $200) if your budget can stretch a bit further. There are also decent stations from Weller – the 40W is economy, the 60W competes with the Hakko.

For low voltage electronic security work with the ability to handle more demanding projects, these 2 systems – they are both 60W – have enough power for the job. The qualities we would be looking for include a fast heat time, consistent performance – with temperature at the tip matching temperature on the readout – and a tip fine enough for moderately delicate work. You should also check the cost of replacement tips – they range from $5-12 or so for these units.

In terms of heat up speed, 30 seconds to reach working temperature is a nice quality – fast rebound is important, too. The Hakko wins here. You also want at least one 'helping hand' to hold the hot iron, a reasonably long iron cord, an integrated tip cleaner, an easy-to-read interface, a sleep timer, a C/F switch, and integrated protection from electrical spikes.

Robust built quality is always nice to have – both these units deliver that, though the Hakko is better – programmable settings are good (the Hakko allows these to be password locked), digital calibration, low temperature alarm, ceramic heating

element and a closed loop heat sensor are also strengths of the Hakko. Getting multiple spare tips in different configurations in the kit is nice, too. Both Hakko and X Tronic give you 5. You get a solder wire holder with the X Tronic. The Hakko comes in 2 pieces, adding flexibility – you can keep the control unit back out of the way on your workbench.

Something to take into account with the Hakko is that there are loads of fakes on the market, so if you go down that path buy from a reputable local supplier – it will cost a little more but you'll sidestep potential heartache.

Just for the record, while we think the Hakko is the best choice for professional applications *SEN* uses the X Tronic, which has a retro design and is less well built but is functionally very capable for non-pro applications.

Q: What's the difference between voltage surges and voltage spikes? Which is most fatal to electronic security systems?

A: Voltage surges are a rise in amplitude taking place over a short time and they last a minimum of 1 half cycle (that's 1/120th of a second). Voltage surges are the result of powerful electric motors or equipment switching off and leading to a brief reduction in current load and a big increase in voltage. An air conditioning unit on low or mid cool mode is a classic culprit. As the compressor turns on and off line voltage can be pumped up by thousands of volts. Meanwhile, voltage spikes occur when lightning strikes power lines or hits the ground near power cables. This causes a large and damaging voltage pulse that blasts down a cable and fries any circuitry that gets in its way. Lightning strikes are profoundly destructive. The associated spikes are momentary, they may only last milliseconds, but they'll routinely reach thousands or tens of thousands of volts.

On a global scale lightning strikes destroy huge amounts of electronic equipment every year, a risk factor that can only be eliminated if electronic gear is always unplugged – something you just can't do with security systems. The upshot of all this is that lightening protection strategies should be implemented that incorporate well-designed line protection and up to date insurance.■

sen

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Date: September 22-25, 2020
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Contact: +49 (0)201 72 44-524
Security Essen 2018 draws 950 exhibitors from 43 countries to show their security and safety innovations to 36,000 visitors from 125 nations at Messe Essen, Germany.

Security and Government Expo 2020

Date: November 12, 2020
Venue: Realm Hotel, Canberra
Contact: Monique +61 2 9280 4425
SAGE 2020 is the perfect opportunity for government and commercial end users, as well as integrators, installers and consultants, to see the latest security products and technologies in the nation's capital.

Intersec

Dates: January 24-26, 2021
Venues: Dubai World Trade Centre
Contact: +971 4 389 4500
Intersec, the leading trade fair for Security, Safety & Fire Protection, with its unique product diversity and thousands of influential trade buyers, is one of the most important industry meeting points with influence across the Middle East, Africa and the Indian subcontinent.

SecTech Roadshow 2021

Dates: May 2021
Venues: 5 city Australian tour
Contact: Monique Keatinge +61 2 9280 4425
SecTech Roadshow in its 6th year takes leading electronic security manufacturers, distributors and wholesalers on a national tour.

Security 2021 Exhibition & Conference

Date: July 21-23, 2021
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Contact: +61 3 9261 4662
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