



# Monitoring

## Next level security through monitoring

**We provide monitoring for fire and intruder as well as our CCTV security solutions. Monitoring offers your business active security prevention, taken care of by our team based at the heart of our head office.**

### **A high-standard of prevention through monitoring**

Crime prevention is much more cost-effective than dealing with a crime after it occurs and using a monitoring solution alongside your security or fire safety system means that you are providing comprehensive safety measures for your business.

### **What does GBSG monitoring offer?**

We run our own dedicated purpose-built Alarm Receiving Centre (ARC) and Remote Video Receiving Centre (RVRC). Our centres are accredited to the highest security industry levels and offer you a way to minimise the risks your business may face. Our ARC and RVRC are both installed and maintained to ensure that they meet the NSI (National Security Inspectorate) Gold Standard. Our monitoring staff are all licensed by the SIA (Security Industry Authority).

Being based at our head office, our staff and centres are a key part of our business and by being able to deliver a full solution through one dedicated team, we can offer you a complete end to end service. Monitoring not only provides you with a high level of security, it also helps ensure your site is fully operational as our team can also use intelligent feedback to make sure your system is always responsive.

### **What are the benefits?**

Monitoring allows you to manage any potential risks to your business in a more sophisticated and proactive way. Monitoring works particularly well if your business is unoccupied for several hours, especially at night as the threat of fire and theft remain. Through monitoring our controllers are able to respond to a fire or intruder alert and make appropriate challenges or call the correct authorities and keyholders: giving an immediate response, should an incident occur.

Because we run our own monitoring station it means that we are able to look after your full requirements. As we have designed and installed the system by working closely with you, our monitoring team know exactly how your system and sites runs and they ensure that they are a seamless part of your business security and safety.

Our monitoring team are not only alerted to intrusion or fire, they receive alerts if you have any faults on your cameras, panels or the system in general. Sharing this information with our support and engineering teams means that we can ensure that everything works at an optimum and should we need to repair something on site, we can speak to you and schedule this in.



#### Step 1: Detection

Your system picks up an alert, which could be an intruder or a fire



#### Step 2: Transmission

The alert is instantly transmitted to our Alarm Video Monitoring Centre (ARC) or Remote Video Receiving Centre (RVRC), all based in our control room



#### Step 3: Assessment

Our SIA licensed operators review the activation



#### Step 4: Challenge

For CCTV activations with a PA speaker, the control room will tackle intruders with a verbal response



#### Step 5: Contact

Should intruders persist or in the case of a fire activation, then the operator will contact both the keyholder and the relevant emergency service

“GBSG came up with a simpler, more cost-effective solution that was technically superior. We find them very helpful and approachable and it's given us the right results for this difficult site. The big bonus is the remote monitoring. We know that we can trust their control room team. They will not bother us with a false alarm out of hours which they can deal with, but we know that if there's a real issue they will tell us immediately.”

**Rupert Holdsworth, Director at Holdsworth Foods**

#### Meeting the right standards

Our monitoring station can give you peace of mind 24/7. Established in 1993 we installed all new equipment and increased the overall size of the centre in 2016. Through investment in staff, equipment and systems we are always making sure that we can keep our customers secure.



We are proud of our NSI Gold certification. In order to achieve NSI Gold, companies must demonstrate that the products and services they provide meet the required standards for the security and fire safety industry. We monitor these standards ourselves as well as being audited by an NSI representative on an annual basis, to ensure we continue to provide security products and services that meet their exacting standards.



SIA licensing ensures that we employ control room operatives who are 'fit and proper' persons who are properly trained and qualified to do their job. We are also an SIA approved contractor, which helps us to continuously improve and shows our commitment to quality.

#### Key Benefits & Features

- ▶ Our own dedicated ARC and RVRC means we can meet all of your security and fire risks
- ▶ NSI Gold Standard monitoring means that you can rest assured that your needs are well looked after and we meet the strictest requirements
- ▶ You can enhance your access control systems through our monitoring station, where they can control: doors, gates, barriers and turnstiles remotely
- ▶ All of our systems are designed and monitored to the BS 8418:2015. This means that you are reducing your risk
- ▶ By looking after all of your security needs from install to monitoring, we can make sure your system runs smoothly.