



**PACOM**

... innovates

A COMPLETE SECURITY SOLUTION

 **CASE**  
FINANCIAL  
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## REMOTE CONFIGURATION AND MAINTENANCE

Pacom's unique remote capabilities allow you to upgrade all field controllers and reader interfaces remotely from one central location.

The capability of downloading standard configuration templates when setting up a new site makes deployment of the system fast and efficient. The complete site configuration can also be remotely backed up.

Pacom's solution provides a highly sophisticated solution to remotely service and maintain an entire system. The remote maintenance functionality will detect all problems in the system, such as PIR sensors failing to react on movement, power supplies not providing the right voltage and broken connection paths.

Pacom's remote maintenance capabilities allow you to:

1. Cut your costs by reducing the number of site visits
2. Decrease the number of false alarms and increase confidence by maintaining a higher service level in the system
3. Automatically test critical system components

Remote maintenance tests do not have any impact on normal operation and can be set to occur automatically on pre-defined dates. The results are presented in user-friendly test reports.

The Pacom GMS user interface allows the retrieval of detailed information for a remote site.



This enables service technicians to be well prepared before going out on service visits and reduces the time spent on-site.

Pacom GMS supports access restriction, allowing only a certain category of user to view information within a specific site.

Pacom's remote maintenance capability is compliant with British Standard Institute (BSI) form 177.

## REPORTS

The powerful reporting engine generates reports for alarm statistics, event handling, access

control and remote maintenance tests.

Pacom GMS can be pre-configured to generate reports on certain dates and automatically send these reports to a pre-defined e-mail address.

## WEB INTERFACE

Pacom GMS Web interface enables authorized operators to manage access control over the internet or a corporate intranet, using a standard web browser.

The web interface allows the operator to create new cards, edit and delete existing cards, assign access levels, provide temporary access cards and even generate card access reports.

## INTEGRATION CAPABILITIES

Pacom's open API philosophy allows integration between Pacom GMS and third party systems, such as card visitor management systems like EasyLobby™ and human resource applications. This leads to higher operational efficiency as information sharing between Pacom GMS and the human resource system only requires that employee data is edited in one place.



- > reliability
- > multiple sites
- > remote management
- > integration

Support for common card readers like HID and Mifare through the Wiegand protocol ensures that users can use the best of today's card readers and enjoy the latest development in biometrics.

The system can communicate with building automation appliances through the HVAC protocols BACnet and Modbus, allowing a card swipe to activate lighting and air-conditioning for a specific floor.

An intelligent interface between Pacom field controllers and Inovonics wireless alarm devices makes it possible to cost effectively install panic buttons and PIRs, as well as other devices.

### SUPPORT FOR THIRD PARTY ALARM PANELS

For customers with an existing installation of alarm panels Pacom can offer extensive support for third party alarm panels, enabling the smooth migration to a Pacom system while still protecting a customer's current investment.

### PACOM PROFESSIONAL SERVICES

With Pacom Professional Services, customers receive support with system integration,



making sure the customer reaps the full benefits from their existing infrastructure.

As part of the professional services Pacom offer Service Level Agreements. With a Service Level Agreement in place, customers can be confident that their system is maintained on a high level, and do not experience any degradation over time.

### PACOM CUSTOMERS

Pacom has gained a high level of trust within the Banking and Finance community, as well as with companies providing remote monitoring services.

Some of the major world-wide corporations relying on Pacom's capabilities include the Royal Bank of Scotland, Starbucks, US Bank, HBOS and Niscayah.



# SYSTEM SCHEMATICS

Pacom provides the complete security system, including the Pacom GMS management software, the receiver hardware and the field controllers.

The scalability of the system makes it suitable for smaller sites, while still allowing growth into global enterprise solutions.

## PACOM GMS

Pacom GMS is a modular client-server application performing access control, alarm monitoring and video surveillance. Pacom GMS offers a fully distributed architecture, where all access control decisions are made locally at the field controller level.

## BASE STATION (RECEIVER)

The Pacom Base Station and Transit are receiver hardware that allow systems to handle between 100

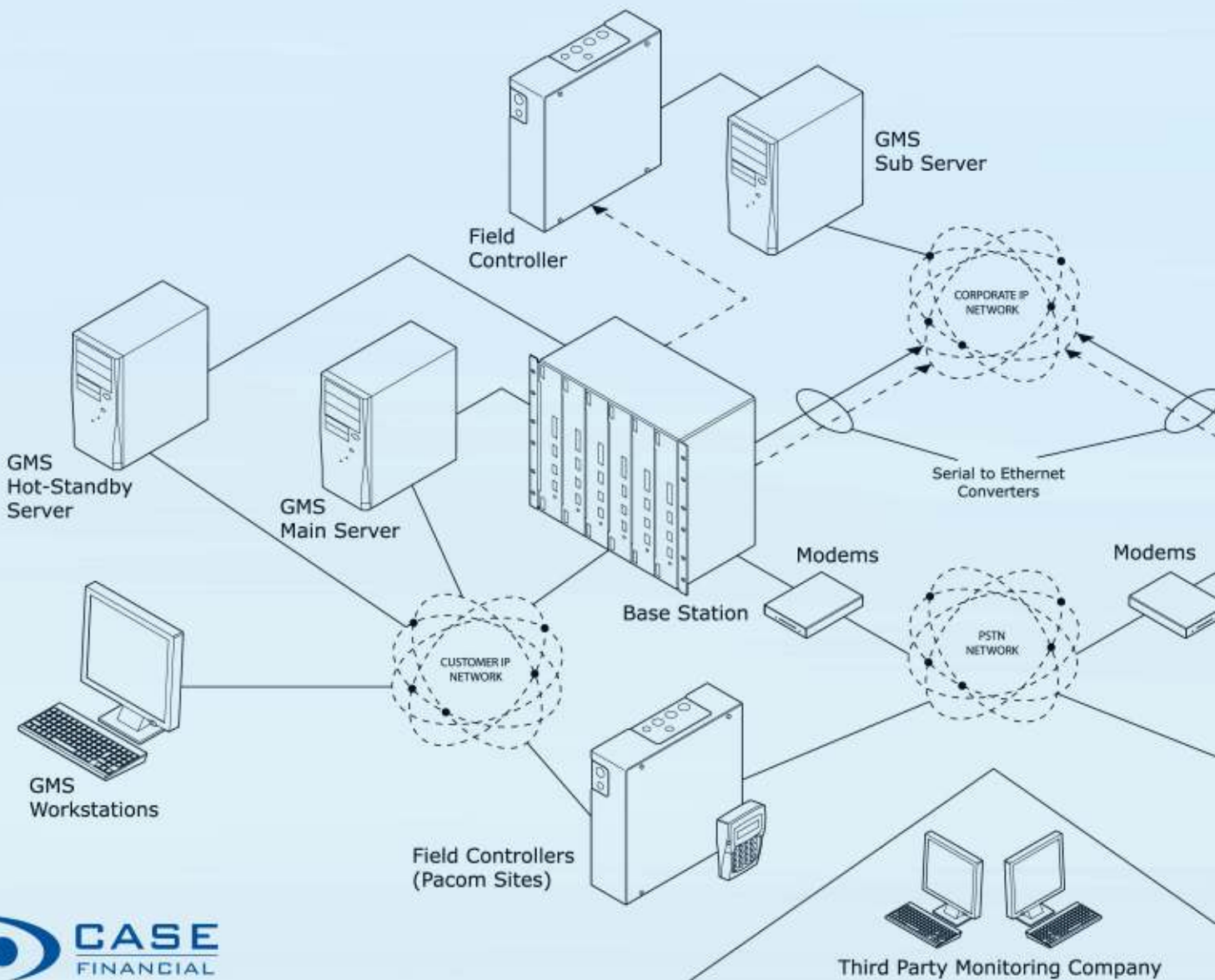
and 10,000 independent sites, allowing systems to grow with an organization's needs.

## FIELD CONTROLLERS

All Pacom field controllers have dual capabilities, supporting both alarm and access control functions out of the box.

Pacom field controllers also have dual flash memory capabilities that allow for easy remote firmware upgrade with minimal operational interference and system downtime.

Field controllers are modular, allowing customers to expand support for the number of card readers, I/O's, alarm areas and cardholders as their system grows in size.





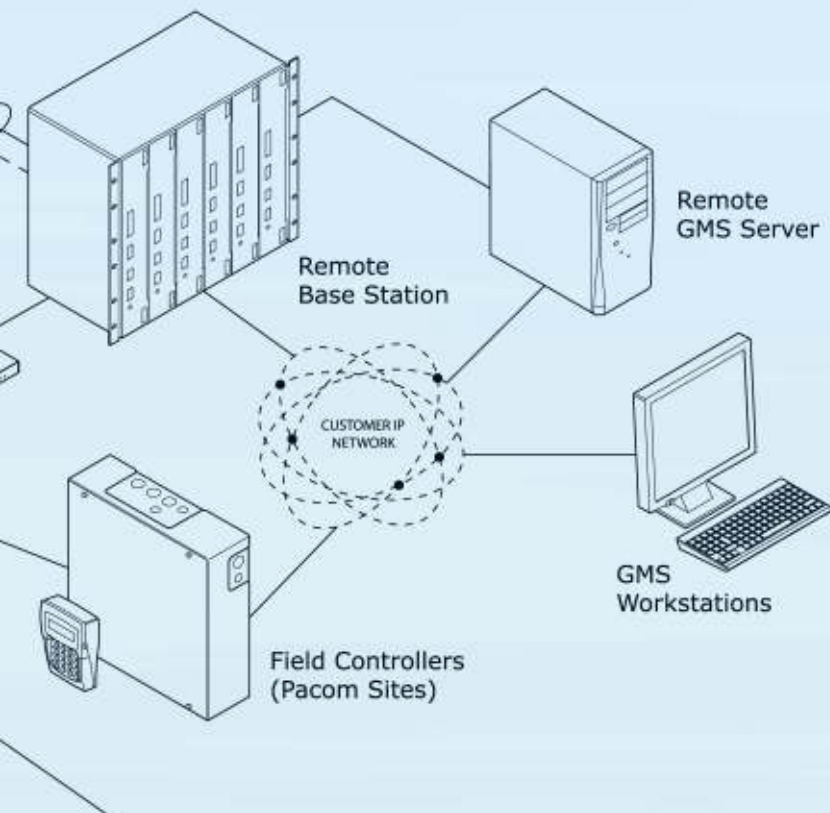
The offline intelligence enables field controllers to make access control decisions, while not having to involve the front end of Pacom GMS software.

A Pacom field controller can handle up to 250,000 card holders.

## RELIABILITY

Full support for redundant Pacom GMS servers, disaster-back up GMS servers, redundant Pacom Base Stations and disaster-back up Base Stations ensures that Pacom systems will continue to operate even if a complete monitoring centre shuts down.

Triple communication paths allow the field controllers to communicate over IP, modem or wireless communication to the Pacom Base Station.



## Did you know this about Pacom?

- Pacom has more than 60,000 system installations worldwide.
- Many of Pacom's customers have thousands of sites they centrally manage from one location.
- Pacom systems are built based on IP communication, allowing the system to scale seamlessly.
- In large installations, the Pacom system handles more than 1 million transactions a day on a customer's existing IP network.
- Pacom has more than 25 years experience within the security industry.

**PACOM** is a global leader in integrated security, enabling the management of access control, alarm and video on one unified platform.

Pioneering the technology over 25 years ago, the Pacom solution allows customers to run their security system on their existing IP network.

Pacom's security solutions are exceptionally reliable and are trusted by some of the world's biggest financial institutions and remote managed service providers to manage systems with thousands of sites.

## Pacom Graphical Management System

The Pacom Graphical Management System (GMS) enables customers to have control of their whole security system right at their fingertips .

When using a Pacom system, the seamless integration between access control, alarm and video makes it evident that the system was designed to handle all aspects of a security system right from the very start.

### Alarm

Pacom GMS provides a real-time status summary of all events on a single user interface. Alarms are sorted and displayed according to priority, and the graphical color-coded format gives Pacom GMS operators an excellent overview of the status of the entire system.

Pacom's system offers a wide range of innovative functionality. For example, using the Pacom RTUSignal, a teller's keyboard can be changed into a hold-up button by pre-configuring a certain keystroke combination to trigger an alarm over the network.

Users can choose to monitor and respond to their own alarms, or can outsource this task to a central monitoring company using the Contact ID protocol from the Pacom Base Station receiver.

ALARM

GM

VID





## Access Control

The Pacom solution provides extensive access control capabilities and can support an unlimited number of cardholders.

Pacom GMS uses proven and reliable access control technologies and has demonstrated competence in large global applications, gaining widespread acceptance by Corporate IT Managers.

Pacom GMS allows areas as well as cards to be defined with specific security levels. In the case of an emergency, areas can be set to change security level, and only allow cards with a particular security level to be granted access.

Real-time mustering makes it possible to keep track of exactly who is in the building during an emergency situation.

A customer can perform a search based on any criteria, and is able to bulk update any or all cardholders within the database.

## ACCESS

## Video

Immediate access to video in response to an event is fast and efficient, and can be configured to occur on any alarm or access control event. This contributes to a high level of accuracy when acting on an alarm, reducing the number of false call outs.

Recorded material can easily be retrieved for post event analysis and evidence capture.

Pacom GMS API allows integration with third party DVRs and NVRs. Pacom support more than 25 different types of DVRs from today's leading manufacturers.