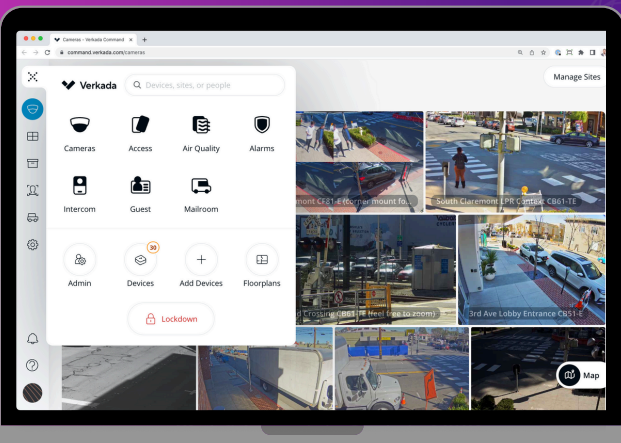


Managed Physical Security

Capability Statement



Secure Intelligence on Demand

ENTAG[®]

The physical security industry, which has been characterised by traditional approaches and legacy technology, is being transformed by a range of significant factors which are impacting our clients.

1 Evolving Threat Environment

Our clients face a growing array of physical security threats, including theft, vandalism, terrorism, social unrest and natural disasters.

2 Cloud-based Technologies

Clients need the convenience and efficiency of modern cloud-based technology to mitigate the overhead of managing on-premise systems

3 Increasing Complexity

IT is required to manage physical security systems which increases complexity especially given constrained budgets and capacity.

4 Cost of Security Breaches

The financial impact of security incidents can be substantial including the costs of lost assets and data, legal fees, penalties, and repairs.

5 Regulatory Compliance

Regulatory bodies are imposing stricter requirements on clients to ensure the safety and security of their operations.

6 Distributed Ways of Working

The shift to new work modes is requiring clients to adapt to changing security management needs around facilities & assets.

7 Protection of People

Customers and employee safety is paramount, not only for ethical reasons but also to maintain confidence and productivity.

8 Reputational Integrity

Customers, employees and other stakeholders expect clients to protect their assets and data or risk losing their trust and damaging reputation.

9 Integrated Intelligence

Clients are expected to curate data from all organisational systems to build integrated insights that inform data-driven decisions.

10 Cyber Convergence

Cyber and physical security need to be managed together because security incidents often involve both spheres.

The Future of Security

Physical security is undergoing a significant transformation, driven by the widespread adoption of cloud-based systems. Entag is well positioned to help our clients who see cloud-based solutions as the future of physical security, and as such are prioritising a shift to cloud-based security systems within the next 12-18 months to enhance their ability to monitor, manage, and safeguard critical assets.

Growing Consensus on Cloud-Based

Future: An overwhelming 92% of security leaders agree that the future of physical security lies in cloud-based solutions.

High Transition Intentions: Nearly 9 in 10 (86%) respondents who have not fully transitioned to the cloud plan to do so.

Urgent Adoption Timeline: 75% are planning to make a transition to the cloud within the next 12 months and 96% within the next 18 months.

Budget Prioritisation: Organisational Security budgets are expected to increase across the board in 2025, with a strong focus on cybersecurity, cloud storage, and the integration of automation and artificial intelligence.

Top Drivers of Adoption: Top factors driving the cloud transition are features which enable organisations to adapt quickly to changing security needs.

Perceived Challenges: Cybersecurity concerns remain the most significant challenge particularly for those fully on-premise.

Cyber Readiness: Most respondents believe cloud security has improved over the past five years and will continue to advance, providing better protection against emerging threats.

Artificial Intelligence: Integration of AI within cloud-based systems is viewed as essential for automated alerts, video analytics, and predictive modeling.



**Every organisation
and every site can
run on Verkada**



Managing Security with Confidence

ENTAG has a diverse and growth-oriented history that spans back to 2004. By 2019 we had a 170+ strong team to deliver a superior experience for our customers throughout Australia – from small, medium, and large enterprises to government organisations across metro, regional, and remote locations.

Our team consists of dedicated Business and Technology Consultants, Project Managers, and end-to-end Solution Delivery Experts. We empower our customers by modernising their technology solutions to enable them to achieve peak digital performance.

We are completing our **ISO27001 certification** this year which builds on our achievement of the highest level of maturity in the Australian Signals Directorate **Essential 8** framework (level 3). This underscores our expert capability to help our clients to navigate the complexities of maintaining comprehensive organisational security across physical and digital realms.



We provide security solutions and services that our clients can have confidence in by focusing on your success, maintaining the best expertise and certifications, delivering modern technologies and supporting them with tailored managed services.

Customer Success

Our clients are at the heart of everything we do. We deliver solutions beyond just traditional security. For us it's about building trust, making it simple and ensuring peace of mind. Our team works hard to understand your unique needs and deliver a tailored solution that exceeds your expectations.

In an era where threats are constantly evolving, partners with the leading technologies & vendors mean we can deliver the modern solutions that offer simplicity with advanced capabilities ensuring that you are always one step ahead of your changing operational environment.

Modern Technology

Certified Expertise

Our team consists of dedicated Business and Technology Consultants, experienced Project Managers, and end-to-end Solution Delivery Experts, with the systems and processes that align with our certifications (Level 3 of the Essential 8 framework of the Australian Signals Directorate).

We don't deliver a solution and then walk away. Instead, we work with you to design a suite of tailored comprehensive managed services which complement the technology so that we can help you manage the operational complexity of the security technology giving you the outcome without the overhead.

Managed Services

**Managed
Security
Intelligence**

Modern Security Technology

A Smarter Way to Secure Your People, Property & Assets, we partner with **Verkada – the worlds largest and most advanced physical security platform provider.**

Verkada has 30,000 customers globally and provides a modern and fully integrated cloud-based solution that strengthens safety while simplifying ownership. Designed with ease of use in mind, the solution provides unparalleled visibility through a single pane of glass.



Command Centre

Integrate insights across the entire suite of Verkada products. Command is a cloud-managed platform built with an easy-to-use software interface available both via web and mobile apps.

Access Control

Bring door credentials and video security into one integrated platform. Secure every entry point, while streamlining building management with Global Access and Active Directory integrations.

Security Cameras

Simplify and scale video security with all-in-one cameras that marry onboard storage and edge-based processing with the benefits of the cloud, eliminating the need for NVR and DVR infrastructure.

Alarms

Detect and respond to threats immediately with intrusion sensors, deterrence devices and wireless panic buttons. With integrated 24/7 professional monitoring, reduce false alarms while ensuring priority response.

Air Monitoring

Improve health, safety and air quality across indoor spaces. Verkada's all-in-one sensors monitor environmental conditions and detect harmful chemicals, including carbon dioxide levels and vape emissions.

Intercom

Answer intercom calls from anywhere with sharp video, clear audio and four dynamic receiver methods. Specify who, when and how receivers should be contacted when a call comes in with smart call routing.

Guests

Improve visitor experience with guest software. Keep track of people coming into facilities to enhance security along with workplace operations.

Mail Room

Manage deliveries with software that tracks assets coming into facilities to enhance security along with workplace operations.



No NVRs or DVRs
~ up to 365 days of onboard storage



Unlimited user seats
and cloud archiving



Up to 10-year warranty
and predictable renewal costs



24/7 technical support
via email, phone or live chat



Easy multi-site management
with cloud-based software



Automatic updates
to unlock features and maintain security

Engineered Solutions

Entag also works with a range of third-party equipment designers and manufacturers to provide fully integrated engineered solutions for specific requirements which integrate into Verkada Command.

Security Stations

As an example, Verkada provides technology to integrate with emergency stations that provide public safety in public spaces.

While smartphone usage is widespread today, security stations can play an important role in public spaces for the following reasons:

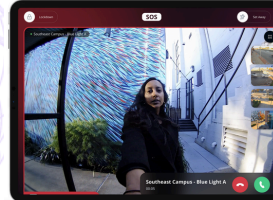
- Unlike smartphones, they are not at risk of being misplaced, out of signal range, or low on battery.
- Blue lights automatically route calls to the right emergency response teams.
- With blue lights, emergency responders immediately know the location of a distressed caller.

These stations are a powerful visual reminder to stakeholders – like parents and students at universities – that security is taken seriously. They can also act as a deterrent to violence or other crimes. Increasingly, they are also being used to provide assistance in non-emergency scenarios, like providing directions or assisting people with disabilities. With Verkada Intercom and other platform solutions, like Video Security and Connectivity, organisations can bring valuable visual context and system reliability to their third-party stations.

Bespoke AI Vision Imaging

We also source customised imaging solutions tailored to meet the bespoke needs of our clients including:

- **Precision Analysis:** Advanced AI algorithms that analyze images with exceptional accuracy, providing critical insights for operational efficiency and safety accordingly.
- **Predictive Maintenance:** Image-based diagnostics to detect early signs of equipment wear and tear, enabling proactive maintenance and reducing downtime.
- **Environmental Monitoring:** Providing real-time visual monitoring systems to ensure environmental regulations are met and sustainability goals are achieved.
- **Real-Time Hazard Detection:** Deploying AI imaging to detect hazards in real-time, improving workplace safety and reducing incident response times.



Introducing Managed Physical Security

Entag is revolutionising physical security with a convenient range of managed services designed for modern security technology. The following are examples of services our clients have requested from us to supplement their own capacity and capabilities.

Service Name	Service Description
Risk Assessment	Risk assessments across the lifecycle of the deployment of a solution from initial design, through post-implementation and at regular frequencies during the operation of the system
Alert Reporting & Archiving	Regular reviewing of alerts and cloud archiving based on agreed prioritisation regime and escalation for exceptions.
Penetration Testing	Routine testing of the efficacy of the system and its equipment and software components as installed within the physical and operating environment
Cleaning Regimes	Regular cleaning to ensure optimized system performance and optical visibility of the relative fields of view.
Local Swap-outs	Option to hold a stock of swap-out equipment which can be rapidly deployed to replace faulty equipment.
Performance Reporting	Regular reporting of system performance metrics agreed on based on the required key performance indicators of the deployment
Periodic System Audits	Scheduled audits of equipment, systems and processes with reporting on deviations and exceptions for redressing.
Preventative Maintenance	Physical checks of installed equipment to ensure integrity and fidelity and rectify any identified issues that could affect system performance.
Level 3 Support Desk	Phone support for users and administrators to diagnose system errors and support user requests.
Adds, Moves Changes	Resource availability for scheduled system changes including scope additions and movements of equipment or relocations.
New Staff Inductions	System inductions for new staff providing system administration and level 1 & 2 support.
Training Regimes	Development of customised training regimes to maintain skills and system utilization and operation levels.
Procedure Manual Updates	Development of operating procedures and manuals to reflect as-built deployment and updates related to revisions to processes or compliance.
Alarms Monitoring & Response	Monitoring of alarms with actioning of detailed escalation paths for the various alarms set up for each location.

Entag will work with you to validate your requirements for managed services for the development. Managed services may be provided under outsource arrangements based on specific requirements.

Scoping

Entag will conduct strategic workshops with you to define and agree objectives for the deployment of your solution. Workshops will focus on the following elements of your strategy.

Your Business Challenges

Definition of your hypothesis and vision for your Solution

Your Business Outcomes

Confirmation of the (current and future) business outcomes that are important for you to realise value

Your Use Cases

Map the business outcomes to your specific use cases to confirm your path to creating value

Your Solution

Confirming what technology products and services are required to support your use cases

Compliance Requirements

Understanding the legal and compliance requirements to identify associated risks

Your Technical Design

Identifying the most cost-effective end-to-end technical and operational design to integrate

Your Delivery Framework

Definition of your implementation strategy including timeframes, resourcing and systems.

Your Success Criteria

Confirmation of what good looks like based on your business outcomes and requirements

Managing your Project

Entag will work closely with you to define a Project Team representing the key stakeholders that will be responsible for managing various key elements of your project.

Examples of roles include:

Role	Responsibilities
Sponsor	Defines and shares the vision, engages and motivates team members to deliver the vision, drives value
Project Lead	Supports the Sponsor in delivering the vision, establishes and manages a delivery plan, drives success
IT & Systems	Creates the technical and informational processes and integrations could include Council.
Marketing	Plans and builds all collateral relating to launching your solution to drive awareness and adoption
Legal & Compliance	Creates the terms and conditions of use, ensures all data processes are appropriate
Property & Facilities	Co-creates the operational processes for use. – this could include Council.

**Talk to us today to find out how we can help you
with managed security services for modern
security technology.**



1300 0 ENTAG



info@entag.com.au



entag.com.au



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