

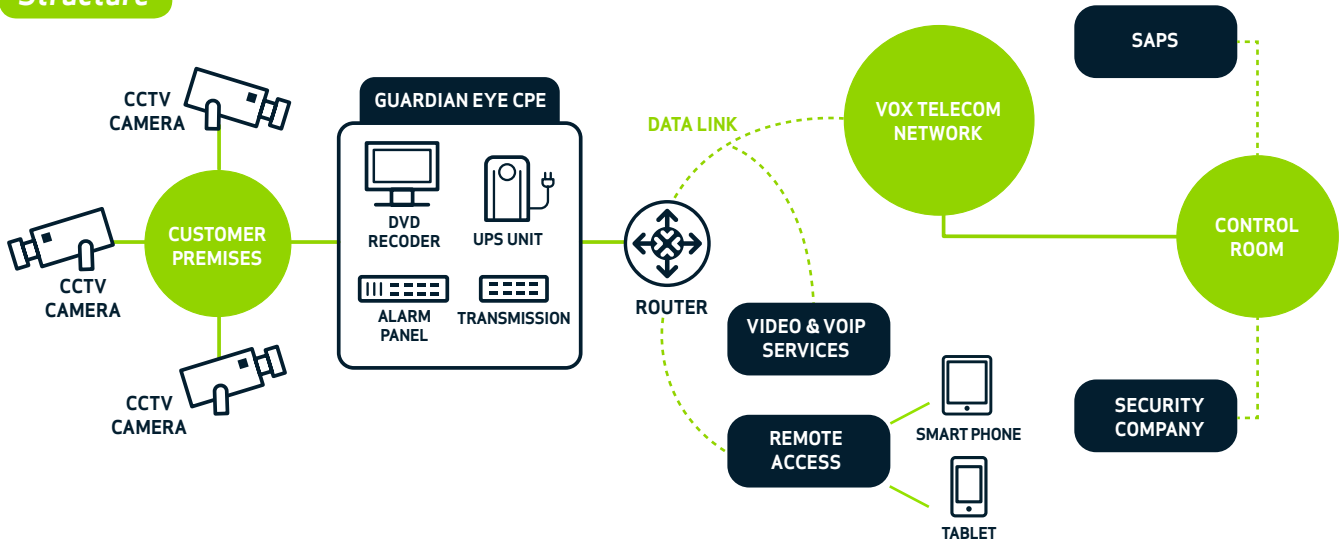
Keep a constant eye on your property

Utilise your existing data link as a remote monitoring service and cut out onsite, guarding-related problems



- 24-hour, event-driven remote monitoring service
- Get the most return from your current data link
- Guardian Eye utilises after-hours "down-time"
- Cut out guarding-related problems, such as the high cost and intimidation of personnel, collusion by guards and ineffective patrolling
- Remotely control access gates, server rooms, building lighting, etc.
- Keep your armed response contractors honest by monitoring service levels and response times
- Give your armed response contractor constant visibility to your premises

Structure



Product overview

Guardian Eye is a pioneering way in which CCTV installation is utilised to monitor and control businesses premises via a remote control room environment. Manned by professional industry accredited personnel, it provides immediate re-action to alarm incidents through public or directed IP communication to the actual site and by alerting armed response emergency services and the SAPS where applicable. In addition, full access control can be remotely conducted by our control room. Historically, the effectiveness of monitoring was limited by the quality of the on-site guard monitoring the installation or merely as a reactive recording tool for criminal activity that has taken place. Remote monitoring, in turn, has been hampered to

date by insufficient bandwidth required to properly transmit high resolution video imagery. The Cristal Vox or Vox Telecom data solutions last mile access into a customer's premises resolves this issue, as the mostly uncontended bandwidth required for voice, video or data transmission can also be utilised for this service – without incurring any additional costs to enable Guardian Eye. This is especially relevant for after-hours monitoring where the client's Vox Telecom links are underutilised. Our offering can include a 24-hour event driven service, for example, remote access control. The client has access to all on-site recordings and can view such via web access.

Vox Telecom Limited is a leading telecoms operator, providing voice, data and collaboration services to the southern African market.

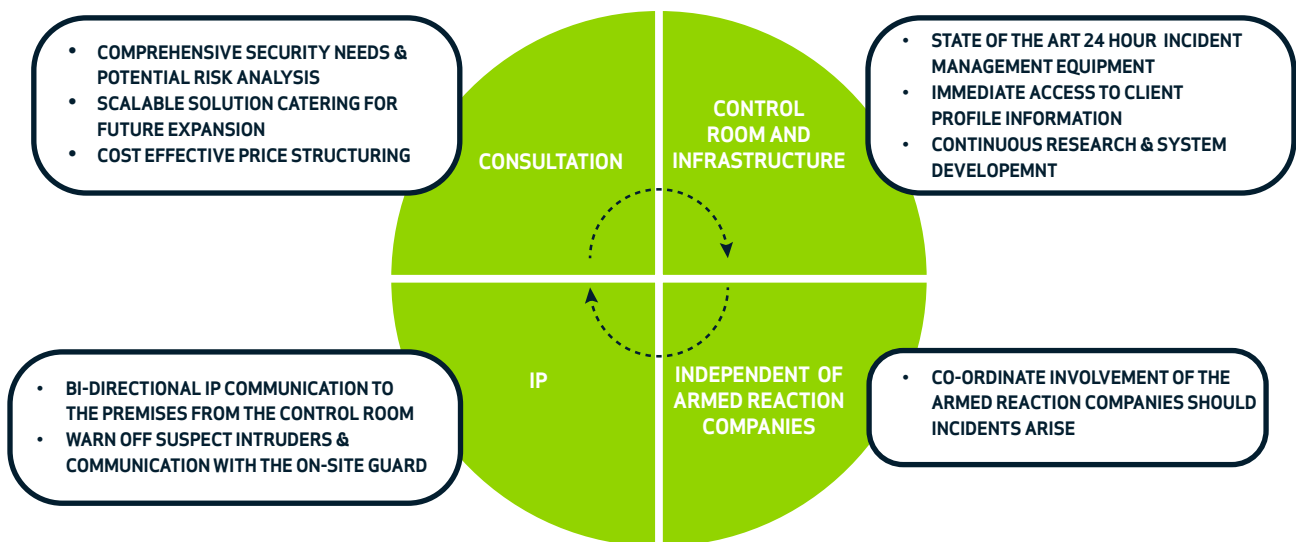
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Features and benefits

- Leverage maximum ROI from existing Vox Telecom connectivity
- Common on-site guarding related problems such as the high cost and intimidation of personnel, collusion by guards in criminal activity and ineffective patrolling are significantly reduced or eliminated
- IP interaction with the site effectively warns off intruders before break in and damage to property occurs
- Remotely control of access gates, server rooms, building, lighting, etc.
- Premises visibility provides your armed response contractor with insight into the situation they are responding to, which increases safety levels and the likelihood of making arrests
- Monitor the armed response contractors service levels and response times
- Guardian Eye is a turnkey solution extending from the site design through to monitoring and maintenance
- Open platform, allowing integration into existing CCTV equipment
- Provisioning of cameras onto a world class back-end platform
- Stable and secure high quality video transmission
- Full disaster recovery plan
- Comprehensive incident reports within 24 hours
- Regular updates and system enhancements at no extra cost
- Proactive and reactive on-going support and monitoring
- Full hardware, installation and maintenance plan

Guardian Eye components



Guardian Eye managed services

The Guardian Eye managed service provides our customers with a cost effective and reliable premises monitoring tool, utilising leading international software and hardware equipment. This option requires no upfront capital expenditure outlay and the monthly service fee encompasses the following:

- 24-hour event driven remote monitoring service
- Response action plan in accordance with customer requirements
- Comprehensive event monitoring reports
- Camera or security system outages with a 24-hour swop-out service at no additional cost
- On-site camera maintenance involving the cleaning of lens and housing with a general cable check
- Proactive data link monitoring
- Free software updates of the hosted security and incident platform

For more information on complementary or alternative products visit us at voxtelecom.co.za

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Includes

- Turnkey solution that offers project management, implementation, maintenance, remote monitoring and SLA services.
- Proactive detection of camera and data connectivity outages.
- Rapid alerting and communication with your guarding company and the SAPS.
- Dedicated onsite storage of all footage in high definition.
- Remote access to cameras from smart devices
- Vox Telecom offers 24/7/365 monitoring and maintenance of data links and camera outages.

Service offerings

Monitoring

- Provisioning of camera equipment linked to best practice international security platforms
- All software updates
- Incident driven 24/7/365 remote monitoring service via the Guardian Eye control room
- Proactive detection of camera outages
- Rapid alerting and communication with your guarding company and SAPS
- Bi-directional IP communication service to the premises
- Comprehensive incident and resolution reporting

Equipment (Option 1 - CAPEX)

Once-off purchase of equipment which may include the following

- CCTV cameras (indoor and outdoor)
- Detection (PIRS, beams)
- Fire detection (smoke detectors)
- Project managed installation
- Customer takes ownership of equipment and is required to self-insure
- * Maintenance contract is optional

Equipment (Option 2 - Managed service)

Managed service delivery of the following components:

- CCTV cameras (indoor and outdoor)
- Detection (PIRS, beams)
- Fire detection (smoke detectors)
- Project managed installation
- Customer required to insure equipment for theft only
- Option to own the equipment at the end of the contract period
- * Maintenance contract included

Data connectivity

- Diginet, ADSL, YahClick, Neolink or Broadlink to meet the security solution transmission requirements
- Data link monitoring for outages
- Analysis and reporting on link usages monthly
- * Maintenance contract

Maintenance contract

- Access to a fault logging service desk
- Incident recording
- Diagnosis of incident
- Allocation of appropriate resources to be dispatched
- Equipment swap out service
- Resolution and recovery
- Incident closure
- Quarterly on-site equipment cleaning and cable checks
- 24/7/365 access to fault-logging service desk

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