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PACOM

SECURITY SOLUTIONS
RETAIL



The Pacom Solution is the solution of choice for some of the world's most recognizable and prestigious multi-site customers and also notable retail chains.

With an emphasis on usability and flexibility, Pacom enables retail organizations to integrate different systems and streamline operations into a single intuitive user interface.

Experience

Pacom Systems has been pioneering integrated security solutions since 1983. Years of experience, industry knowledge and innovation is reflected across our entire range of products and systems. This experience, combined with unparalleled service, technological vision and product development capabilities, guarantee our customers maximum flexibility and value. Pacom's experience comes from:

- More than 30 years of industry experience
- 70,000+ site installations globally
- Expertise in remote site security
- Long term customer relationships

Customer-Focus

The Pacom development "roadmap" is heavily influenced by our customers. We systematically conduct end-user forums to determine satisfaction levels, monitor market trends and listen to product suggestions and ideas. Our research and development facility enables us to develop and extend our product range in line with customer demands and niche market opportunities. The Pacom team is dedicated to continual improvement and adaptability – enabling new interfaces, system enhancements and other custom requests to be made possible in a timely manner.

Long - Term Confidence

Our history of working with retail outlets is demonstrated in our product suite. The Pacom solution incorporates industry standards and ensures that your initial investment is protected by facilitating a simple migration path to the latest technological advancements. We are responsible for the integration with sub systems meaning that we own the interface and therefore provide uncomplicated serviceability and support.

Reliable Solution

The Pacom solution is designed with the highest operational requirements in mind. It is engineered with the possibility to implement several layers of redundancy, depending upon customer requirements. If the requirement is based around the criticality of communications or extends to complete server availability, a Pacom solution is available.



"Pacom equipment and technology have proven to be durable and robust providing a global solution supporting our future needs for access control and loss prevention"

Rick Gipson
Director US Partner and Asset Protection
Starbucks Coffee Company



Responding to Retail

Unlike conventional alarm panels that send alarm information only, the Pacom retail solution is a powerful communications platform that integrates business critical applications, legacy security products (such as old alarm panels, analog and digital video), wireless security devices and access control. Our system allow retailers real-time, at-a-glance control over their business through Pacom software.

The technology allows customers to remotely manage security and administrative tasks across all retail locations, corporate offices, distribution centres and critical facilities from anywhere on their IP network. Alarm system monitoring can be in-house or outsourced - Pacom technology adapts to either situation and can even segment monitoring to multiple service providers.

Today's needs, Tomorrow's growth

Pacom provides a foundation that will cope with the retail requirements of today but is easily adaptable to the expanding loss prevention and security needs of tomorrow. With interfaces to most leading brands of digital video, video monitoring, competitive intrusion panels and wireless devices, Pacom is the only open system that can integrate at every level, tailoring the solution to the specific needs of each individual retail customer. Pacom's solutions provide unrivalled reliability while adding value by incorporating operational and administrative tasks into the one central system.

ROI in two years

Pacom's solution uses IP communications, eliminating the need for dedicated phone lines, which significantly reduces the system's operating costs. Many of our customers achieve return on investment (ROI) within 24 months, which represents significant savings over most other systems.



Keyless Entry

Using physical keys to lock and unlock retail outlets is not cost-effective, with lost, stolen or replicated keys presenting a major security threat. Deploying a Pacom access control solution and issuing access cards to staff, and contractors, provides greater control and security. It also ensures that all activity is recorded and eliminates problems associated with mechanical key and lock systems.

Remote Controlled Entry

Pacom makes it easier than ever to verify staff as they arrive on site and provide access from a central location. You simply send a command to unlock a door and provide entry, ensuring access is only granted when an authorized staff member arrives and has been verified for access

Activation On Entry

Access and intrusion form only part of retail security solution. Other systems that can be integrated include CCTV, HVAC and fire to name just a few. Pacom supports several common standards, which allows seamless operation between these systems. This allows the automation of a number of activities when entry to a site occurs, such as activating lights and air-conditioning, or even streaming live video if a secure door is opened.

Safety and Mustering

Pacom provides tools to undertake many staff safety measures - for example, cardholder tracking and emergency mustering. By tracking where a cardholder last used their access card and maintaining a log of activity, you are able to trace where cardholders are located. If a threat is detected, you can quickly implement emergency procedures, ensuring the safety of all staff in a quick and efficient manner.



User Identification

The Pacom system automatically identifies the user after they enter or present their credentials to a keypad or card reader and places the site into a specific mode of operation. If a cleaner arrives, for instance, the branch is placed into an intuitive 'cleaner mode' where critical areas remain secured yet the cleaner can perform their job (within a defined area and time) without a risk of setting off alarms. On-site staff and Security Operations Center staff will be aware of a cleaner being on site by either looking at the branch keypad or viewing the Pacom software.

Staff and Customer Safety

The Pacom solution supports all the conventional alarm devices used by retail outlets like teller such as hold up money clips and duress buttons. Pacom's revolutionary application, RTUSignal, is an innovative alternative to conventional hold-up devices. It transforms the humble POS keyboard into an alarm transmission device - enabling branch tellers to covertly signal duress and suspicion alarms without the knowledge of an onlooker.

Remote Diagnostics

With many locations covering a large geographic area, it can be both expensive and time consuming to send staff to site to perform routine maintenance. A Pacom solution provides the ability to incorporate status information from third-party systems, allowing you to perform remote diagnostics. Remote diagnostics allows you to reduce site visits and more efficiently plan the necessary activities when a problem is identified that requires a site visit.

Wireless Integration

Wireless security devices are ideal for difficult and/or inaccessible areas in a retail outlet and are especially good when mobility is required. A pendant, for instance, gives an outlet manager the ability to trigger an alarm from anywhere in the store or nearby location without the inconvenience of a wire. The Pacom system supports a range of wireless intrusion and wireless access control systems - all of which can co-exist with a hard-wired solution.



Complete Remote Management

Pacom's intuitive management software enables retail outlets remote, real-time, at-a-glance control of all sub-stations, exchanges, retail outlets, local distribution boxes or corporate administration offices. For example, changing PIN codes and access permissions, printing access cards, configuring hardware devices, broadcasting upgrades and programming changes, verifying alarms, searching and reporting on a specific site or event, or generating reports from thousands of sites - from anywhere on the network.

Secure Multi-Path Communications

Communicating alarm conditions from any location hosted by the organization can be done in a variety of ways. This could be as simple as plugging into a data network, or comprise some delivery/redundancy framework that uses IP, GPRS, PSTN or other signaling means in a hierarchical manner based on availability and cost.

False Alarm Reduction

Research shows that approximately 98% of alarms are falsely triggered. These unnecessary expenses can be reduced, for example, by integrating video and audio technologies, which lowers risk and improves responsiveness. The Pacom solution enables video to be intelligently linked to alarm events and automatically transmitted to a Security Operations Center to assist with verification and false alarm dispatch prevention.

Business Continuity

In mission-critical environments that demand continuous operation, Pacom's inherent redundancy helps protect assets and people. Pacom devices support multiple communication paths to cater for network outages, and any type of device failure. Redundancy ensures that critical alarms will always be received, and if not at the main facility, automatically transmitted to a remote disaster recovery location.