OPTIC SECURITY GROUP

Service
& Maintenance

Service and maintenance to keep your security investment optimised

Your security system is an investment, it works hard, and its ability to protect your organisation is dependent upon it operating effectively and with minimal downtime. Optic Security Group's qualified and experienced security technicians can ensure that your investment is protecting your people, information and assets is kept up to date, fit for purpose, and optimised.

Optic Security Group maintains and services some of the most mission critical physical security systems in Australasia. A regular maintenance program will ensure the electronic security systems will continue to perform as intended and will ensure that the products and materials manufacturer warranties will remain intact.

A managed security service operating 24/7. For your 'peace of mind'.

Compliant

- Maintain compliance with regulations.
- Faulty security systems can potentially put you in breach of workplace health & safety legislation.
- Broken security systems may result in any theft-related insurance claims going nowhere.
- Building code: ensure your security systems are serviced in line with regulatory requirements.

High-Performing

- Regular inspections allow you to keep track of how your security equipment is performing.
- Ensure your CCTV cameras are pointing in the right direction!
- Ensure your system is targeting current threats.
- Ensure your system is keeping up as your site changes and grows.
- Proactive management allows for early fault detection.

Cost-Effective

- Regular maintenance can increase the life expectancy of your security systems.
- Keep your manufacturer warranties intact and receive timely updates and security patches.
- Preventative maintenance means early detection of deterioration and avoiding costly service callouts.
- Regular maintenance can minimise the costs associated with false alarms.

Customised
to your organisation

Optic Security Group provides Service & Maintenance Plan options customised for your organisation. Our **Ad Hoc** options provide a cost-effective one-off service when you need it, while our **Standard** plans deliver a more planned and responsive service. Our comprehensive **Managed** plans deliver long-term savings and resilience though whole-of-lifecycle management of your security system assets.

		Ad Hoc	Standard	Managed
Preventative Maintenance	Periodic check, test, and clean of security equipment	✓	✓	✓
	Building Code certification (where applicable)	✓	✓	✓
	Scheduled software maintenance upgrades		✓	✓
	Preventative Maintenance scheduling		✓	✓
Reactive Servicing	Urgent Callout Service	✓	✓	✓
	Standard Callout Service	✓	✓	✓
	Remote diagnostics, programming, servicing	✓	✓	✓
	Prioritised Service (SLA)		✓	✓
	Quarterly service performance reports		✓	✓
	Alarm Monitoring		✓	✓
Asset Management	User Training		✓	✓
	Storage of critical equipment spares			✓
	Security System Asset Register maintenance			✓
	Periodic life cycle management audit			✓
	Security System IT infrastructure monitoring			✓

Onsite Servicing: Our Technicians conduct periodic maintenance on your systems to ensure compliance, completing fixes with minimal downtime.

Remote Servicing: We can perform diagnostics, and program doors and access cards by securely remoting into your systems, saving you money.

Asset Management: Operating costs can amount to up to 50% of the Total Cost of Ownership. Our asset management tools help you minimise these.

IT Security & Resilience: We can monitor your security system software, delivering cybersecurity, resilience, and efficiency benefits to your organisation.

NZSA NEW ZEALAND SECURITY ASSOCIATION

ASIAL AUSTRALIAN SECURITY INDUSTRY ASSOCIATION LIMITED

SUSTAINABLE CERTIFICATION
✓ ISO 9001
✓ ISO 45001
✓ ISO 14001

Optic Security Group
Your security risks. Converged. Managed. Solved.

Security licences
NSW - 000101299; VIC - 88359841S; SA - ISL 260143
QLD - 4558462; WA - SA80700; ACT - 17502313; NZ - 21-089835