

# Dial Tech



## Overview

DialTech is a sophisticated Estate security system designed to address real issues. These issues are often spoken about but seldom addressed:

- Crime is pervasive. It is a constant long term threat to safety and security in South Africa.
- Crime is not being tackled effectively, and little respect is accorded to those whose job it is to combat crime.
- Security guards, electric fences, alarms and access control systems abound, but they are proving inadequate. A large part of the problem is ineffective management of these resources.
- Given the low pay of security guards, they can be a source of petty theft and corruption. In general they do not strictly enforce the rules laid down by the client, leading to lax and weakened security. Their skills level is not high enough to operate sophisticated equipment.
- Electric fences, alarms and access control systems can be effective if they are installed and maintained properly. Proper maintenance is the critical issue.

## Key Features of the Software

- Integrated access control using one or more of the following:
  - Cell phone CLID (especially for visitors)
  - Fingerprints
  - Remote controls
  - Keypad codes
  - Customised facilities
  - Video/picture records of access and exit events (e.g. face and number plate)
  - Resident and visitor registration either at a control point, by SMS or over the Internet (different levels of information gathered and different authentication polices).
  - Access records available to residents (including pictures) over the Internet.
- Alarm Monitoring:
  - Fixed and cell phone alarms to the Estate control point with separate panic/medical/burglary/etc. channels.
  - Alarms and equipment from other suppliers can be monitored.
  - Integrated support for motion detecting IP cameras in the home.
  - Panic/GPS location monitoring for selected cell phones.
  - Alarm records available to residents (including video/pictures) over the Internet.
- Guard Monitoring:
  - Full roster and monitoring facilities.
- Community:
  - SMS/Internet based bulletin board.
  - Estate E-Mail facilities.



## Summary

DialTech **software** is a rental based system that is customised for an Estate. It is a monitoring and management tool. It is an evolving system using ever changing technology. Connection to the Internet means operating system security patches and application changes on an ongoing basis, as does the incorporation of new devices and features. Advanced skill levels are required for oversight and maintenance of the system.

An Estate is not asked to pay for an extensive integrated solution that changes many times a year. Instead it pays for use, training and **remote** automatic upgrades, monitoring and maintenance of the system.

Uncensored oversight of the system provides an invaluable tool to residents and management of the Estate.

DialTech is intended for fully autonomous operation and can eliminate the cost of security guards at access points. (Security guards are still required to deal with physical threats.) This operational mode requires commitment from Estate management to ensure residents and visitors keep their profiles updated and that the Estate's rules are **enforced with no exceptions**.

While an uninvited/unwelcome or inebriated visitor can browbeat a security guard to allow access into a secure environment, the same cannot be done with an automated system.

## Notes

DialTech can pay for itself several times over by the reduction of security guard costs, and it can monitor the performance and response of those who deal with physical threats. Experience has shown that security guards can abuse/bypass and corrupt any system if given uncontrolled access. Commercially they are in competition with the system, and the guarding company invariably expects the client to implicitly trust the guards far more than the guarding company itself does.

It is imperative to verify in writing with the guarding company that their security guards also provide reaction services to the Estate. Normally this is regarded as an additional cost.