



# NATIONAL GRADE A1 MONITORING CENTRE

**SECURITY FOR YOUR BUSINESS**



**JD Security's National Monitoring Centre is Grade A1 certified, the highest class available, providing customers with 24/7 alarm and video monitoring services 365 days a year.**

Located in a highly secure, purpose built facility (in accordance with Australian Standard (AS) 2201.2), it features: redundant IT systems and applications; redundant communications for voice and data; high availability networked storage for data replication; intruder detection and fire protection; primary and stand-by power sources (UPS and generator).

Our operational performance is also tested by an independent auditor, to ensure that our key performance indicators meet or exceed the requirements of AS 2201.2.



## FOR OVER 30 YEARS

With over 30 years experience we monitor customers across Australia and New Zealand in markets including; retail, transport & logistics, chemicals, manufacturing, IT, steel, automotive, government, enterprise, SME and national accounts. Not only do we provide A1 quality monitoring, we're also an experienced systems integrator of alarm, video and access control systems.

## THE CASE FOR YOUR BUSINESS

Because JD Security has been a business to business security provider for over 30 years, we understand what customers need from a monitoring provider:

**Monitoring** Real people answer your calls.

**Administration** Our Monitoring Centre team manages all facets of your account including call list updates, code changes and schedule changes.

**Technical support** We have the expertise to provide a wide range of remote support services including remote programming, remote arming, test signal verification and downloading.

**Service & Maintenance** Our Monitoring Centre is the hub of our service capability. By sharing this resource (information), our monitoring centre teams work with our technicians to gain a complete understanding of a system fault or trouble condition. This interaction enables us to resolve faults faster when they arise.

**Help Desk** all of our operators are trained to assist customers with over the phone troubleshooting. Assistance arming panels and bypassing faulty devices are just a few of the services we provide 24 hours a day.

**Invoicing** A single invoice for all of your locations.

## ONLINE ACCESS TO YOUR INFORMATION

National accounts benefit from 24/7 access to site contacts, schedules, alarm activity and event history:

- Browser-based application requires no installation or software
- Print or view "real-time" alarm and event activity
- Premise status reports
- Call list reports
- Wrong phone number reports
- Opening and closing reports
- email alarm reports
- Manage users – assign individual user rights to multiple log-ins
- SSL encryption



ABN 81 002 715 648  
ACT Master Licence 1750 2342  
NSW Master Licence 400 647 532

QLD Master Licence 356 8191  
SA Master Licence ISL 267 652  
VIC Master Licence 795 927 205



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