ICS GROUP

CREATING SAFER PLACES

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ICS GROUP

INDEPENDENT CONSULTANCY SERVICES
ELECTRONIC SECURITY, CCTV AND
IP SURVEILLANCE SPECIALISTS
SECURITY MASTERLICENCE #000105319

ASIAL
MEMBER
AUSTRALIAN SECURITY INDUSTRY
ASSOCIATION LIMITED

WHO WE ARE AND WHAT WE DO

ICS-Group is a dedicated security consultancy business with deep security expertise in the assessment of risks and the design and sourcing of viable electronic and physical security solutions, enabling our clients to extract 'best value' from their investment in security.

Our business specialises in the development of holistic security treatments, not only in electronic security, access control, CCTV and physical security, our services extend to include system design and operational strategies, risk-based assessments, directives and policies that are aligned to our core competencies.

One of the group's most important agendas is to provide sound advice across multiple technology practices that provides a holistic approach when investing in technology. This approach is designed to provide enhanced security, productivity, cost reduction, innovation, and social welfare.

With over 30 years' experience in the electronic security industry, the business comes with highly motivated and skilled consultants that demonstrates personal responsibility and drive with recognised track records of achieving positive outcomes.

As a truly independent business providing value based consultancy across emerging technologies, ICS-Group has no affiliations with any providers or delivery partners, therefore ensuring that the best and most appropriate operational and performance based solutions are proposed.

WHY WERE WE ESTABLISHED

We noticed a gap in the market for security advice that can be readily converted to viable, real world solutions. We found that the traditional security advice centred around very theoretical recommendations without the background "strategic goals" being developed to translate into practical outcomes, and as a result, clients being offered "canned solutions".

Typically, we found that the "canned solution" is passed to a third-party technical integrator or project manager who then makes trade-offs to achieve practical implementation. Our experience is that in making this translation, significant value is often lost, and in the worst case, the intent of the system can be completely compromised.

The "canned solution" has a proposition that works at a basic level, but which has shortcomings that a client is unlikely to appreciate until after the solution is deployed. ICS-Group has built a considerable portion of its practice on being called to remediate the unfortunate situations which can arise from these approaches, which is why we are keen to engage new clients as early as possible in the security solution life cycle.

OUR MISSION & VALUES

Creating safer places through our tailored designs and services.

INTEGRITY

We are ethical, considerate & trustworthy.

INNOVATION

We are constantly looking to improve.

IMPARTIALITY

Independent, evidence, facts based.

PEOPLE

Leading by example & inspiring others.

COLLABORATION

Communicating honestly & respectfully (with mutual goals & ethics).

OUTCOMES

We get things done.

FLEXIBILITY

Working smarter together in partnership.

ICS-GROUP PROVIDES DEEP SECURITY EXPERTISE AND EXPERIENCE IN SPECIFYING AND SOURCING VIABLE SECURITY SOLUTIONS THAT ENABLE OUR CLIENTS TO EXTRACT THE BEST VALUE FROM THEIR INVESTMENT IN SECURITY.

OUR SERVICES

ICS-Group provides comprehensive security expertise and extensive experience in specifying and sourcing viable security solutions that enable our clients to extract best value from their investment in security.

Our service offerings are modular and enable our clients to purchase the advice they need for a particular requirement, but which is also "future proofed" in that they articulate to our broader program and sound approach.

Our services cover the Plan, Source and Manage phases of the security solution life cycle. Whilst we prefer to be involved as early in the life cycle as possible, our modular approach enables us to create value for clients irrespective of the current stage of their security program.

PLAN   SOURCE   MANAGE
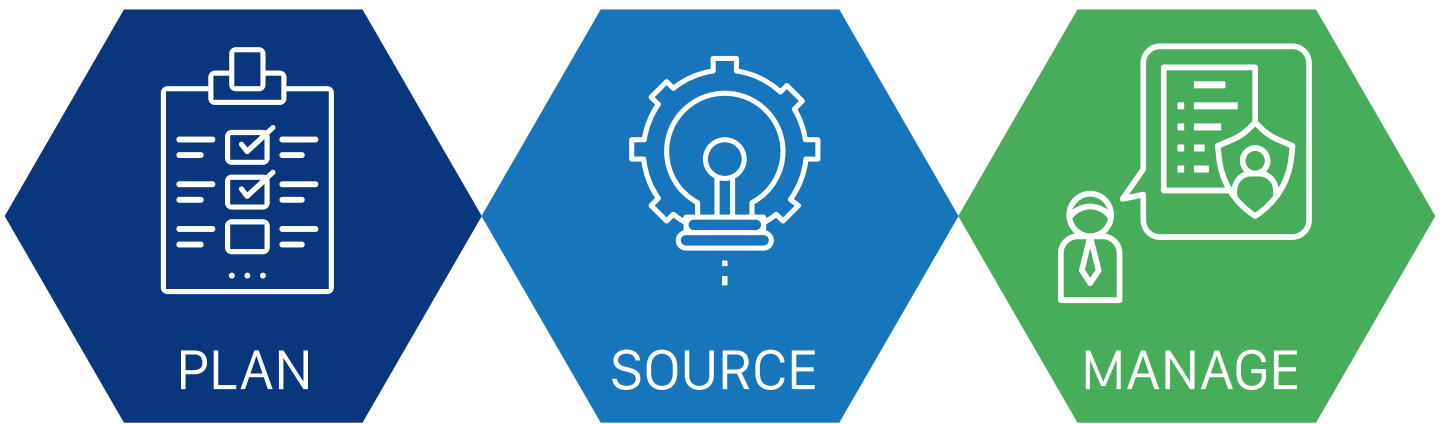
PLAN

The services ICS-Group offer in the "PLAN" phase, create clarity around the objectives for security and plot a course to effectively achieve the identified objectives. Organisations undergoing significant change will benefit from this service suite, ensuring the proposed treatments are adequate to deal with a changing threat environment.

SRA - SECURITY & RISK ASSESSMENT	STA - SECURITY & TECHNICAL STRATEGY	SEP - SECURITY EVALUATION PROGRAM	DIP - DESIGN INPUT PROGRAM
Identify and prioritise the security risks to which your organisation or facility is exposed. AS/NZS ISO 31000:2009	Operational and technical strategies. Identify the outcomes your security program will achieve and the optimal approach for doing so.	Review current physical and electronic security arrangements to identify vulnerabilities and improvement opportunities.	Solution designs and plans to convert the evaluation, including system development, technology and budget.

SOURCE

The services ICS-Group offers in the "SOURCE" phase creates competition in the marketplace through specified and performance-based criteria delivering state-of-the-art, future proofed solutions and peer review contractor compliance services.

TDP - TENDER DEVELOPMENT PROGRAM	MSP - MASTER SPECIFICATION PROGRAM	TEP - PEER REVIEW - TENDER EVALUATION PROGRAM
Develop a 'go to market' strategy and technical document suite to enable sourcing of the solution.	With Specified and performance-based criteria, our Master Specification strategies delivers proven outcomes and economies of scale throughout the life cycle of the project.	Tender and Peer Review services evaluating tender responses and systems designs ensuring compliancy and all the desired outcomes are met prior to proceeding to deployment.

MANAGE

The services ICS-Group Offers in the "Manage" phase takes responsibility for the successful initiation, planning, execution, monitoring, controlling and closure of the project as well as developing the required functions, policies and management for organisations who are committed to the ongoing management of critical risks.

PMP - PROJECT MANAGEMENT PROGRAM	PDP - POLICIES & DIRECTIVES PROGRAM	CMP - CRISIS MANAGEMENT PROGRAM & BUSINESS CONTINUITY
Managing the solution deployment ensuring that the required milestones and risks are formally managed and measured through out the life cycle of the project and the ultimate delivery of the project.	Develop operating protocols, training and change management programs to enable security solution deployment to business as usual.	Develop and implement security solution resilience and continuity arrangements managing risks that could disrupt or destroy critical business functions.

OUR MARKETS

- ✓ **HEALTH**
- ✓ **OFFICES**
- ✓ **RESIDENTIAL**
- ✓ **RETAIL**
- ✓ **LAW ENFORCEMENT**
- ✓ **AGED CARE**
- ✓ **COMMERCIAL**
- ✓ **INDUSTRIAL**
- ✓ **GOVERNMENT**
- ✓ **COUNCILS**
- ✓ **EDUCATION**
- ✓ **FINANCE**
- ✓ **TRANSPORTATION**
- ✓ **AVIATION**
- ✓ **GREENFIELD DEVELOPMENT**

OUR DISCIPLINES

- ✓ CCTV IP Video
- ✓ Access Control
- ✓ Electronic Security Alarms
- ✓ Audio Visual
- ✓ Nurse call
- ✓ Physical control points
- ✓ Visitor Management
- ✓ Control Room Design
- ✓ Vertical Transportation
- ✓ IT Cloud
- ✓ Intercoms
- ✓ Wireless Technology and Networks
- ✓ Risk and Strategy'

WHY PARTNER WITH ICS-GROUP

To develop an effective and sustainable security program in the modern era, you need an ally who deeply understands both security principles and security technology and has extensive experience in designing and implementing practical security solutions, which are fit for purpose and deliver real business value for the client.

The truth is that organisations with capabilities across these domains are very rare in the market. This is why even some security consultants have approached ICS-Group seeking their assistance on behalf of their clients.

ICS-Group has filled a capability gap by bringing together a team with unmatched client and supplier side security expertise and extensive experience in developing and implementing security technology systems, which are the backbone of modern security programs.

In short, we can and do go well beyond delivering theoretical reports and become your trusted ally over the full security solution life cycle.

Importantly we are completely "solution agnostic" and independent of any supplier.

Our only objective and source of revenue is to serve the best interests of our clients.

Whilst we provide an end to end capability consistent with our pragmatic approach, our service offerings are modular and enable our clients to purchase the advice they need for a particular requirement, but which is also "future proofed" in that they articulate to our broader program and sound approach.

WE ARE COMPLETELY **"SOLUTION AGNOSTIC"** AND INDEPENDENT OF ANY SUPPLIER.

OUR ONLY OBJECTIVE AND SOURCE OF REVENUE IS TO SERVE THE BEST INTERESTS OF OUR CLIENTS.

OUR TALENT

TECHNICAL

ICS-Group has consultants with over 30 years' experience in the Electronic Security Industry. Our skilled staff are highly motivated systems designers and specifiers specialising in CCTV, IP Video Surveillance, Security, Access Control and Building Technologies. All our Consultants demonstrate personal responsibility and drive, ensuring that your investment in technology delivers positive outcomes. With a recognised track record of achieving outstanding results for our clients, our holistic, measured, and pragmatic approach across multiple technology practices, provides systemisation and automation of technologies that delivers smarter solutions and superior operational outcomes.

RISK, STRATEGY, POLICY

Our security licensed consultants specialising in Risk, Strategy and Policy have experience in the field that extends over 15 years'. Previously holding executive roles within a diverse range of public sector and private enterprise organisations, our talented staff have earned the recognition at both executive and operational levels for our customers, delivering organisational change and improvements in risk management. With highly professional, passionate, and ethical communicators, drive the necessary change management whilst appropriately managing the risks in achieving our clients desired objectives.

BUSINESS, DESIGNS

ICS-Group business and design support team specialises in analysing the complex relationship between workplace operations and security technology. With experience in the corporate business world, our business analyst and designers demonstrate a deep understanding of the unique risks and requirements that different organisations face. Through working alongside our customers, our talented and friendly staff provide the necessary support to ensure that our services and designed solutions are practical for every stakeholder. This added value approach assists in the development of solutions that not only safeguards assets but increase operational output and efficiencies.

CASE STUDIES

FINANCE - ING

ICS-Group developed the technical specification that supported the client throughout the tendering process, where ICS-Group provided assessment and project management services that resulted in the ultimate delivery and commissioning of the solution.

Through controlled measures ICS-Group were able to address the issues of unauthorised persons entering the clients facility, without impacting on the way staff move throughout their office. The design introduced behavioural change and a level of automation that increased workflow practices and allowed security staff to respond to situations as they occurred in real time.

EDUCATION –
MACQUARIE UNIVERSITY

The ICS-Group developed strategy included a holistic CCTV digital upgrade delivering reliability, scalability and return on investment for MQU's 44,000 students and 6,000 staff. Through a series of developed prerequisites and proof of concepts, ICS-Group managed the successful implementation and migration of the entire campus solution of 1200 cameras into the cloud.

Being a first in Australia for a project of this size and scale, the project included the development of MQU's EACS and CCTV Master Specifications and Integration and automation between solutions including intercom, that delivered the necessary workflows for the safety and security of MQU's students, staff and assets.

STREET SURVEILLANCE –
BARANGAROO, ORAN PARK

ICS-Group designed and specified the Barangaroo Casino street surveillance precinct that enable the activation of public spaces through the deployment of new technologies & infrastructure. The application required non-obtrusive systems to be deployed, the technology needed to provide both identification and situational awareness coverage, whilst balancing individuals, and businesses rights to privacy.

The designed amalgamated solution delivered the necessary detection of crime whilst unifying post analytic event driven information with the existing security monitoring facility, ensuring that critical incidents are comprehensively captured and easily retrieved.

LAW ENFORCEMENT –
NSW POLICE

Whilst considerable focus had been given to target hardening police stations to protect personnel when inside buildings, the risk assessment illustrated that police personnel were vulnerable to opportunistic attacks as they left these protected environments.

The CCTV and Electronic Security Designs and Specifications recommended by ICS-Group, has been deployed across hundreds of higher risk NSWPF locations, heightening identification and situational awareness for police personnel, enabling them to make more informed real time choices about the safety and risks which may be present in the surrounding environment.

CASE STUDIES

## AGED CARE –
ST BASIL'S & SUMMIT CARE

ICS-Group deeply understands our clients strategic, security and procurement requirements and used multiple technologies unified together to implement practical solutions. ICS-Group created a solution that was non-obtrusive and met both the needs of the organisation and their residents. The delivered solution managed the resident's movements throughout the facility without impacting on their quality of life by overly restricting their access. Technology has assisted in the protection of both staff and residents whilst maintaining a comfortable home like environment.

GOVERNMENT –
MULTICULTURAL NSW

The ICS-Group services address the identified risks relating to the protection and safety of staff and visitors as they went about their daily routine, working in and visiting the facility. The project required ICS-group to conduct an in-depth analysis of the organisation's operational workflows and current system technology.

Through the development of risk-based principals and assessments, and the various technical evaluation programs, allowed for the development of the necessary changes to both the physical and technical solution in line with the ICS-group developed post event policies and crisis management programs.
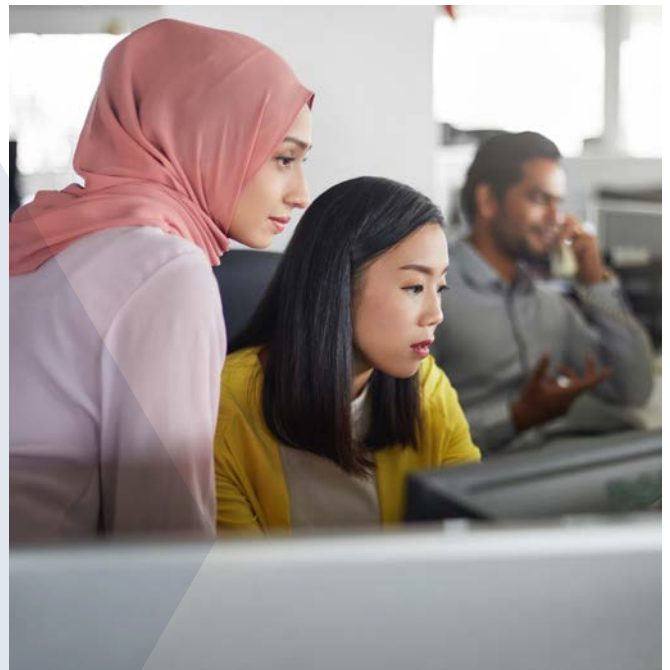
COUNCILS & COMMUNITIES –
QPRC, CANTERBURY, PENRITH

ICS-Group have with local councils and communities developed the necessary designs and solution specifications in response to crime and the protection of their physical assets and the public who use their spaces.

Through the deployment of our various risk-based, technical, strategy and project management programs, ICS-Group have successfully designed and managed the delivery of holistic solutions from street surveillance to multi-level facilities and depots alike. Through our expertise we create highly contestable tender situations, innovation and performance levels that exceed expectations.
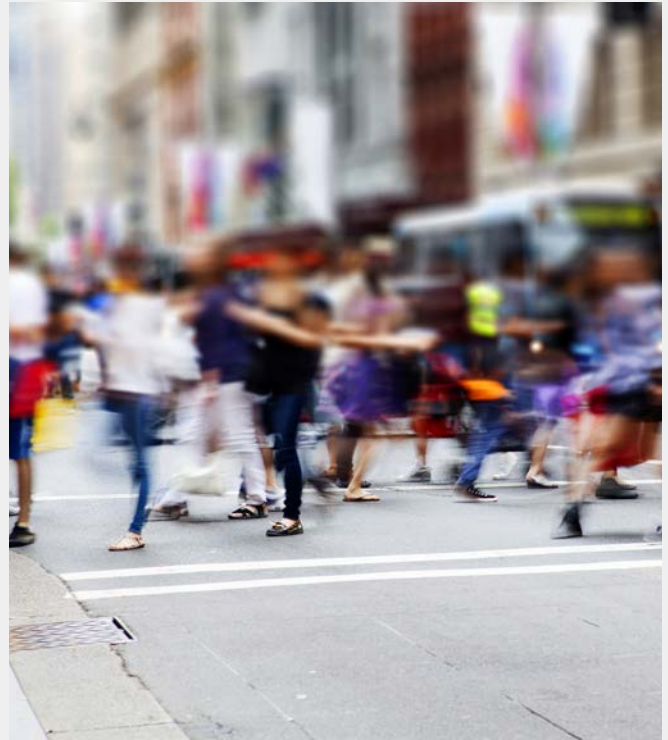
COMMERCIAL - **HIGH RISE (JLL INVESTA DEXUS)**

With extensive experience in designing and specifying electronic access control, security, intercom, and CCTV for high-rise. Our services include the development of strategies both operational and technical that incorporate zero touch and contact tracing in combating risks associated with COVID.

Our designs and strategies are developed to address the unique challenges that our MDU and mixed use Highrise customers face, that as a result, has seen the deployment of unified automated solutions which provide enhanced outcomes in addressing our client's day-to-day security issues.
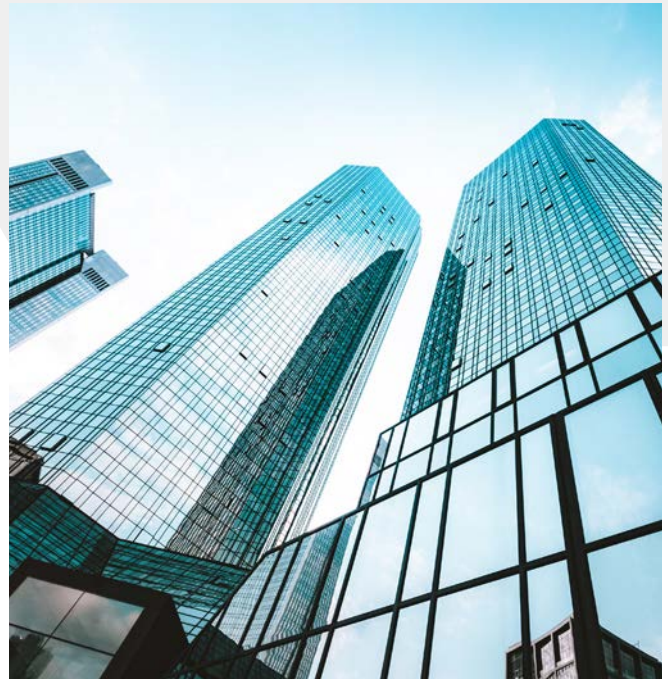
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