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October / November 2010

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RFID tagging enhances security business case

The potential for use of radio frequency identification (RFID) within the security industry beyond access control and proximity cards, is ripe with possibilities as the technology and new business applications continue to evolve.

While predictions that these tiny radio tags would rapidly supersede the all pervasive barcode, enabling contactless identification of everything imaginable, still seem fanciful although not impossible.

The big hope for the RFID market to gain penetration and credibility was in supply chain management which is only growing at a steady crawl while more impressive uptake is being seen in lower cost implementations such as tracking high value items, toll payments, animal tagging and secure identification.

According to market intelligence firm ABI Research, the global market for RFID is expected to grow to \$US5.35 billion by the end of 2010 (including automobile immobilisation). That's up 15 percent on 2009 with steady growth expected over the next five years.

Practice Director Michael Liard, says the strongest growth to 2014 will be in real time location systems (RTLS) including baggage handling, animal ID and item-level tagging in fashion apparel and retail. Other growth areas are likely to be electronic vehicle registration, toll payments, electronic IDs, government initiatives and library systems.

While 'traditional' applications like supply chain management, including utilities, IT&C, transport and storage, will grow at around 6 percent annually, ABI Research says 'modernising' applications,

such as cargo tracking and asset management, are projected to grow at 19 percent over the next five years.

While RFID has a track record of proven return on investment (ROI) in asset management and stock and inventory control, future growth is expected to come from versatile and innovative smaller businesses who devise new ways of using the technology, for example tracking high value items like computer equipment or legal documents.

The market could be further stimulated by tags designed for unique applications, the ability to read tags over longer distances, faster data transfer and extremely low cost tags that can literally be printed on to products and packaging.

Stirring up local market

RFID Pathfinder Development Manager Gary Hartley says the rate of RFID adoption in New Zealand is 'measured' with local supply chain operations and businesses taking a watch and learn approach, to see whether it's going to make any "transformational difference".

Hartley believes the real issue is that many companies do not have the resources or incentives to engage with the technology and often struggle to put together business cases that are relevant to their operations.

RFID Pathfinder Inc (New Zealand) was established in 2006 to facilitate shared learning about RFID and EPC (Electronic Product Code) technologies and to speed their uptake in improving economic and competitive performance.

What's needed says Hartley, is business technology champions who can see where RFID is going and how it can be applied. To try and break the

"Most of the hardware, the tags, the software and the middleware are there; what's missing is a technical understanding of how RFID can be used to drive process benefits and business efficiencies," says Gary Hartley, New Zealand RFID Pathfinder Development Manager



Craig Hartley New Zealand RFID Pathfinder Development Manager and General Manager for GS1, representing the Electronic Product Code (EPC) standard



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drought of ideas Pathfinder is offering \$2500 in seed funding to encourage companies to find out where RFID could make a difference.

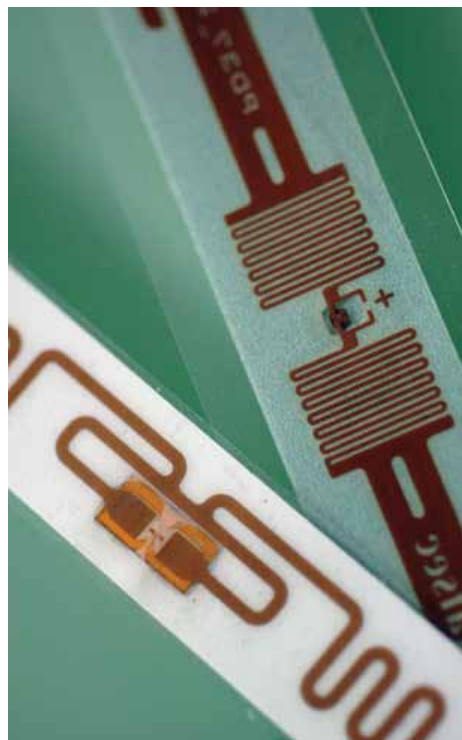
“Most of the hardware, the tags, the software and the middleware are there; what’s missing is a technical understanding of how RFID can be used to drive process benefits and business efficiencies.”

While it might have been legitimate to talk about the lack of standards five years ago he insists they’re now clearly defined and RFID, particularly in the UHF band which is the supply chain standard, is a mature technology.

Meanwhile vendors are developing solutions, more systems integrators are building the skills to integrate RFID with existing business systems and the cost of readers and tags is plummeting. An ordinary no frills RFID tag used to cost \$US1.50 but this has dropped to around 10 cents.

Hartley, who’s also New Zealand General Manager for GS1, representing the Electronic Product Code (EPC) as the global RFID numbering standard, says his company holds registries of all the tag numbers. This means any breach of security can be quickly detected and counterfeits isolated in the healthcare or pharmaceutical sector for example.

Because GS1 administer the number ranges for Pfizer, an RFID reader can quickly detect if the numbers don’t add up in the supply chain. “You can uniquely identify a packet of Viagra, which is the most stolen product in the world, down to the instance level.”



RFID tags using the electronic product code

What is RFID?

RFID or radio frequency identification, typically refers to systems that enable the contactless reading of radio tags embedded in or attached to product or assets to prevent theft, assist with inventory management or provide traceability.

Radio tags are attached to clothing and DVDs in retail stores, to pallets in a warehouse or as an alternative to livestock ear tags. The tags use compact circuitry and transmission to track objects and animals and to provide identity security.

In dog registration they can be inserted subcutaneously and in certain offshore health, military and security situations, humans also have under-skin RFID implants. An RFID system includes an antenna and transceiver, often combined in a reader device. The reader, using high or low frequency radio waves, detects the tags and their unique encoded number within a radius of 2-3 metres. This number triggers and unpacks related information stored on a business application server.

Active RFID tags which have their own battery and internal memory can have data updated or rewritten while passive tags are lighter, smaller, more durable and are read-only, typically containing only a unique number.

Instead of having to physically scan everything as in the case with barcodes, a stock taking exercise can be conducted by walking down an aisle of tagged products with a hand held reader drawing in data from tags radio frequency fields.

If each tag has an IP address, and location specific or doorway readers are connected by wireless or cabled network, your inventory management system can quickly detect and record whether an item has moved from one room to another, or if it is now missing.

Keying in the codes

To relate the tag and its number to an inventory or product database there is obviously some data keying and programming required. That has been the most daunting part for some businesses who imagine an effective system requires all product to be tagged and coded.

Hartley suggests a phased implementation is a more practical approach. “I was talking to a retailer recently who had concerns about shrinkage. It clearly wasn’t lounge suites that were being stolen it was high-end small electronic items that could be concealed in clothing.”

He suggested the best place to start building their business case was mitigating the theft of cell phones and iPhones, the “low hanging fruit” of home electronics stores.

If an RFID tag was placed on, or in the devices, and a reader located at the door, they would be able to detect the exit of unpaid for items. With a little integration this might activate a CCTV camera and a time code so you get an image and timed details of the thief. “It’s not rocket science,” says Hartley.

The reality is RFID is not product or industry specific and can be assigned to a range of tasks, tracking and managing any kind of inventory, whether it’s high value home electronics items, heart monitors in a hospital environment or farm animals.

Bruce Turner, chairperson of BICSI South Pacific says difficult economic times provide a good reason to increase protection of property and stock as there’s

greater motivation for criminals to try and break security.

If devices can be identified and wireless LANs can communicate when items pass through doorways, or alert the system when a computer is not in the space it should be, this can help identify potential theft.

When access control systems are integrated into the main network this reduces the need for cabling of individual controllers and monitors and simplifies the tracking of moves, adds and changes.

RFID he says can bring additional points of value to a security system and also help drive the security industry forward. “While passive RFID tags are now mainstream in CD and merchandise stores, they can also bring efficiency when used for asset tracking.”

Turner says RFID tags might be used to determine where PCs or items of furniture are located in a premises, and when they’ve been moved. “They could also be a locator on any important piece of equipment like a cardiac machine or heart pump so you know exactly where they are to within a metre at any given time.”

When linked to a management system each tag or location identifier becomes another node on an IP network, adding real-time visibility to identification and location. RFID Pathfinder’s Hartley says it makes sense to have doorways RFID enabled to record time and location when tracked items pass through.

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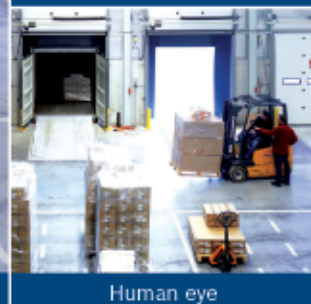
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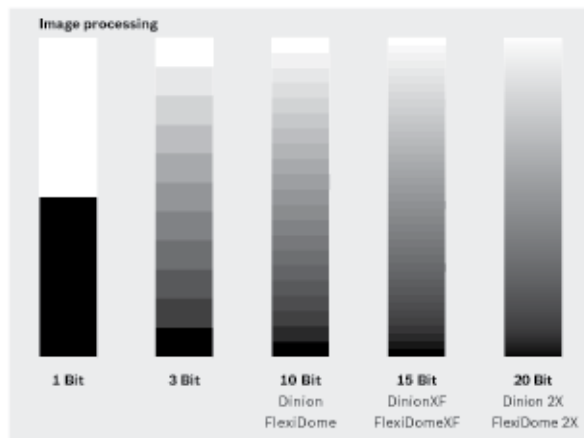
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“Then you can start making decisions about what has just happened, and in theory if the person involved has an RFID proximity card you can also know who was doing the moving.”

If it works for heart monitors it might also be useful for locating the availability of vacant hospital beds when there's a sudden influx of patients. Perhaps, Hartley suggests, there's a case for RFID tags on medical instruments so you have an inventory of everything required for an operation but also to ensure all those items are still there after the patient has been sewn up.

It might also be useful for instrument maintenance, determining when scissors were last sharpened or clamps serviced? “You just start connecting the dots and asking whether it makes sense for other applications.”

What's the beef?

RFID can provide a company with a chain of custody and ownership or traceability, which is increasingly required by international law when companies export their product. As part of this compliance process New Zealand is about to tag all its cattle.

A National Animal Identification and Tracing system (NAIT), approved by the Government in January, will see all cattle tagged from October next year, with deer added to the mix in 2012.



The Metro Group future store initiative involves more than 90 mainly European companies across the retailing, consumer goods, IT and service sectors, who're working together to develop and test innovative retail technology. This RFID gateway handles all the transactions between handheld readers and intelligent RFID product tags and communicates with the back end inventory and tracking systems

RFID Pathfinder recently completed a proof of concept exercise with a South Island food processing firm for end-to-end traceability of cattle through nine stages from the farm to the retailer.

It began with RFID ear tags which were read on the farm then on delivery to the abattoir, the stun box, and through meat processing, packaging and distribution until the meat cuts were presented in a carton to a retail shop in Christchurch.

Hartley says completing this process using bar codes would have been time consuming and inefficient, physically locating the codes and scanning them at every point in the process.

Clearly there are a growing number of real world applications where RFID not only makes sense but where it is going to be required for legal or business efficiency and security reasons.

So back to the barcode challenge. Will RFID tags ever become pervasive? According to IdtechEx in its Printed and Chipless RFID forecast, Technologies & Players 2011-2021 we should expect rapid market uptake of printed and chipless RFID tags.

Global sales are projected to grow from 12 million units (\$US1.38 million) in 2011 to 209 billion units, valued at \$US1.65 billion, by 2021, as more producers get involved and various industries realise the price advantages offered.

Printers, packagers and electronics and materials companies are leading the way with the ultra low cost tags and according to the report its expected that these 'versatile and reliable' tags, which could cost a little as point one of a cent each by 2021, will displace 10 trillion barcodes a year.





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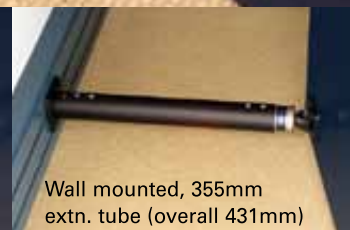
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HID Global extends its RFID Tag Portfolio with New Solutions for Industrial and Logistics Applications

New UHF and Low Frequency Tags Deliver Industry Leading Performance for Returnable Transport Items, Emerging Asset Tracking and Monitoring Applications

HID Global, trusted leader in solutions for the delivery of secure identity, has announced the availability of an extended portfolio of radio-frequency identification (RFID) tags for identifying, directing and tracking assets across a broad spectrum of industries and applications. The newest additions include a family of passive, contactless tags that operate on the ultra-high frequency (UHF) radio spectrum, which provides a greater read distance for tracking and monitoring and is rapidly increasing in popularity for industrial and logistics applications.

HID Global now offers the most extensive portfolio of field-proven RFID tags that support a wide range of applications in asset tracking and process automation, including waste management, food and animal, laundry, medical, container identification, returnable transport items and more. With over a decade of innovation and leadership in secure, contactless technology, HID Global has delivered over one billion RFID tags worldwide.

"We've been aggressively rounding out our line of RFID tags, with the goal of offering our customers the most extensive portfolio of best-in-class RFID solutions optimized for the specific needs of industrial vertical markets," said Helmut Dansachmueller, director of product marketing for HID Global's Identification Solutions (IDS) business. "Our newest tags support the increasingly popular applications that benefit from longer-range UHF technology. As part of our commitment to serving industry and logistics sectors, HID Global will continue to innovate by delivering reliable, high quality RFID tags to the market."

Significantly, the UHF market is expected to see dramatic gains in the next few years. In its recently published report on the RFID market, research firm IDTechEx forecast that a total of 2.31 billion RFID tags will be sold in 2010, up from 1.98 billion in 2009. Most of this growth is attributed to an increase in passive UHF tags.

The HID Global RFID tag portfolio encompasses the following UHF and low frequency recent additions



Logi Tag

The Logi Tag 141 I-Code SLI-L has been designed specifically for textile identification and inventory control in laundry applications. It is resistant to high temperatures and industrial detergents and tolerates high water pressure.



IN Tag 500 UHF Tag

The new IN Tag 500 UHF is optimized for applications from simple asset tracking to high-temperature process automation with high fluid and temperature resistance for severe environments. These robust EPCglobal Class 1 Gen 2 UHF tags can withstand temperatures up to 140° centigrade.



On Metal Bin Tag

This waste bin tag enables municipalities and industries to easily and cost-effectively track waste and recycling containers. The On Metal Bin Tag was designed to withstand physical and chemical resistance and it is also highly resistant to aggressive liquids.



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This new EPCglobal Class 1 Gen 2 UHF tag helps companies more effectively track, manage and improve the utilization of high-value, returnable metal containers for liquids.



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New Zealand's 2010 Security Conference Strikes High Note

The New Zealand Security Conference kicked off on a high note this year thanks to an announcement by keynote speaker Hon Nathan Guy, Associate Minister of Justice.

There were smiles all round as he told the packed opening session that the long awaited Private Security Personnel and Private Investigators Bill was on the point of passing its final reading in parliament.

By the second day of the two day conference, held in Auckland during September, the news was confirmed - the bill had been enacted. It will come into force on 1 April 2011, a postponement from the previous December commencement date.

The Minister told the conference that the deferred start date was to give the industry more time to prepare for the new regime.



The Hon Nathan Guy, Associate Minister of Justice during his opening address to a very happy and attentive audience

There were smiles all round as the Associate Minister of Justice told the packed opening session that the long awaited Private Security Personnel and Private Investigators Bill was on the point of passing its final reading in parliament.

The new law replaces the 36 year old Private Investigators and Security Guards Act.

"There have been considerable changes in the industry over this time and the new bill aims to update and modernise the law regulating to the private security industry," the Associate Minister said.

The passage of the bill was regarded as urgent and critical by the security industry which was looking for clarity in preparation for the rapidly approaching Rugby World Cup, less than a year away even as the conference was held.

"I've been banging on the Leader of the House's door every week," admitted the Associate Minister, responding to a question from a delegate. "I've been saying 'come on, this is important, we've got the Rugby World Cup, let's get this bill through, these guys have been waiting for seven years'."

The new legislation introduces a new licensing and qualification regime and requires a Code of Conduct for private investigators and their employees. Training requirements and the code will have regulatory backing.

"The Ministry of Justice will start working on that code in consultation with key stakeholders in consultation with the privacy commissioner and the law commission," the Associate Minister told delegates.

"It is going to be particularly important that we get it right. I can't give you a specific date but I would have thought before Christmas there will be some sort of draft code that will be around for you to be consulting on."

The Act also has provision for prescribing codes of conducts for other private security business and employees.

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K656 Paradox Touch Sense Keypad

The K656 Touch Sense Keypad is a flat clean look keypad; keys are activated by the touch of a finger based on capacitive technology. The K656 offers new clean modern styling with no mechanical keys and excellent resistance to dust environment. It also offers menu driven user-friendly operation. The K656 is available in white only.

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EkoTek is the first two-way solution to safeguard staff, coupled with ease of use, and with truly accurate staff location.

This system is designed for simplicity of installation and to deliver a cost effective system solution for staff safety, and is ideal for many applications including industrial premises, council offices, psychiatric units, education centres and hospital A&E departments.

- Provide staff with a means by which they can easily call for assistance and as the system is two-way, users are reassured quickly that assistance is on its way.

- Maintain safety as the man-down alarm requires the users to acknowledge an automatically generated call every 10-30 minutes signalling the user is well. All devices are continuously monitored for status and battery levels.
- Automatically form a wireless network covering the site due to fixed location devices, no matter what the physical layout, including both indoor and outdoor areas, such as car parks or walkways. Accurate location information means that users can be found quickly and can reduce the risk of any incident escalating.
- Integration to Insight Professional by Inner Range.

It extends coverage to bouncers at bars and clubs under the crowd controller category.

"At this stage, the Government intends to require personal guards, property guards and crowd controllers to undertake training," said the Associate Minister.

According to the Associate Minister quite a bit of work to prepare for the new legislation has already been done with the Security Industry Training Organisation, ETITO.

The NZSA has also contributed to that process.

"We realise that there are large volumes [of training] that we want to get through for the Rugby World Cup. Communication can now start because we have got some certainty from the bill. The training and the regulations are going to be worked on like the Code of Conduct - as quickly as possible," the Associate Minister said.

Step in the Right Direction

According to Greg Watts, New Zealand Security Association executive officer, there was a sense of relief that the bill has finally passed.

"I think it's fantastic," he said. "It is a foundation by which we can build more professionalism in the industry."

But he cautioned that the industry has work to do.

"As others have said, it's not going to suddenly turn every company into a highly professional business, but it is certainly a step in the right direction."

Watts agrees the new act is a major step forward in the security planning for the Rugby World Cup.

"I wouldn't say the industry is ready as of today, but people understand the bill is through and the date 1st April 2011 is very clear, and now the industry will be able to gear up for the event," he said.

A secure and trouble-free Rugby World Cup will involve the security industry and police working together, a theme echoed by conference speakers.

Project Griffin was introduced to the conference as an example of how well the idea can work - generating interest and discussion among the delegates at the conference.

Speaker Ian Mansfield, a City of London Police Officer of 30 years standing, is a Counter Terrorism Security Advisor to the UK Project. He explained that the objective of the project is Partnership, trust and cooperation between the police, business and private sector security industry, who join forces to protect communities from terrorism, extremism and crime. The project enables and facilitates a variety of two-way information flows between private security sector and the police.

This theme was also picked up by speaker Dr Trevor Bradley, lecturer at the Institute of Criminology at Victoria University of Wellington. His research shows that police have some good informal front line relationships with private security providers, particularly in small communities and rural regions. However most in the industry would prefer a more effectively coordinated relationship with the police. He says the still new Crime Prevention Partnership Forum (CPPF) is an encouraging start even if changes are not yet apparent at local levels.

Growth

A new aspect of the conference this year was presentations devoted to business development and growth.

Well known business development guru Debbie Mayo-Smith showed simple but effective ways for businesses to leverage up their on-line marketing and Gail King from Word Sense Ltd gave a presentation for improving tenders and proposals.

King says all too often customers are expected to wade through communications that are long and complex, pumped with corporate jargon and do not express clearly the key points and benefits. She warns that even incumbent contractors who are doing a good job need to write full and detailed renewal proposals, as they are often evaluated by personnel who have no knowledge of the existing history of contract.

Leadership Change

During the conference the New Zealand Security Association held its AGM and elected Alistair Hogg as the new chairman. Hogg has already served as a board member for four years and is also the chair of the New Zealand chapter of ASIS.

He says he is pleased with the spread of the new board.

"We've got good representation from manpower providers, electronic operators, suppliers, document destruction, vehicle security the insurance industry and consultants," he told New Zealand Security.

Hogg believes NZSA must be seen as representative of big and small companies from all parts of the country and this is reflected in the new board with members from Auckland, Hamilton and Christchurch. Hogg himself manages a Dunedin security electronics company, Aotea Security which employs 20 or so staff.

"I am in a great position to say I can represent the small guy," he noted. According to Hogg the impending implementation of the newly passed legislation means the NZSA and the industry are entering a new phase.

"I have reasonably high expectations of those I work with and who work for us. The membership would like to see us delivering value back to them," he said.

"I just want to roll up our sleeves and get on with it."

As this year's conference closed it was clear that there is one sure bet for next year's conference. The security industry will look very different by then.

New Zealand Security will examine the implementation of the new legislation in future issues.



NZSA Leadership change: new Chair Alistair Hogg (left) and Peter Freeman, board member and retiring Chair

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Confidence at Trade Exhibition

The trade exhibition held in conjunction with the New Zealand Security Conference has been hailed as a resounding success by the organisers and exhibitors.

Many of the security industry's key decision makers gathered at Rendezvous Hotel in Auckland for the two day conference and exhibition organised by the New Zealand Security Association in September.

The exhibition saw major international brands showcase products alongside New Zealand security technology companies. Greg Watts, New Zealand Security Association executive officer says the 29 exhibition stands were fully taken up by exhibitors and as well as conference attendees, for the first time general industry were invited to attend the exhibition.

Delegates were encouraged to circulate among all the exhibitor's stands when the conference refreshments were rotated around the exhibition halls.

In a marked sign of confidence, several exhibitors were supported by overseas



representatives who report a renewed level of interest in new technology.

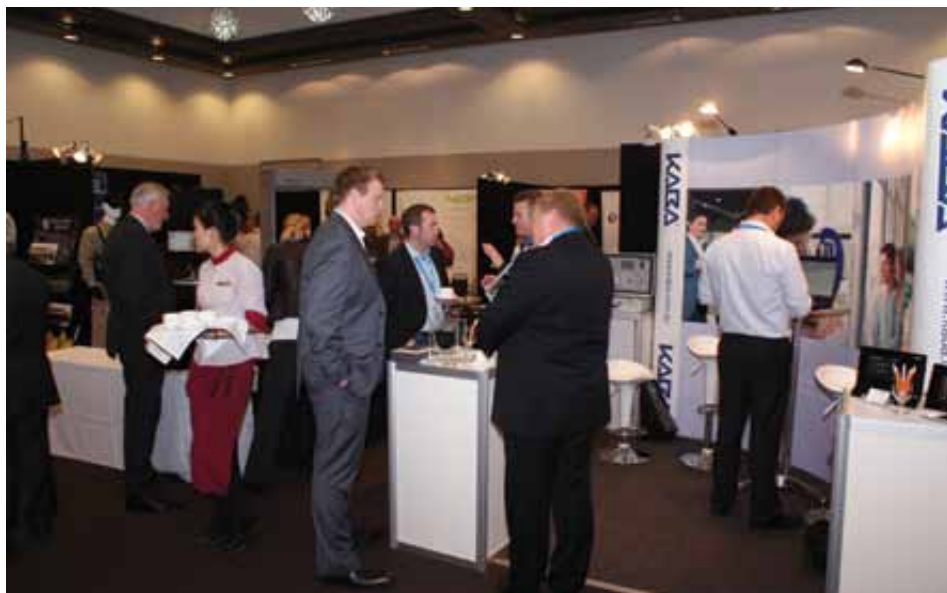
In the highly competitive CCTV market the new technology was seen in different approaches on show. Pelco

demonstrated a range of new HDTV products and Zone Technology showed new 20-bit CCTV image processing from Bosch. Meanwhile, Mi5 security showed a New Zealand developed solar powered wireless surveillance camera ideal for rural applications where power is not readily available.

Local manufacturers like Leaweld, Xpanda and Bullyboy demonstrated that these days perimeter security need not be dull, offering products in a variety of attractive colours and styles.

New ways of using wireless technology were also on show with Intek introducing Alexor, a new type of 2-way wireless security suite. The future of team communications claimed by Korkor - a two way digital radio network supported by Kordia and Motorola.

But the most hard to watch demonstrations – at least for people who try to look after equipment – were on the Comworth stand where staff casually tossed Panasonic Toughbook computers on the floor.



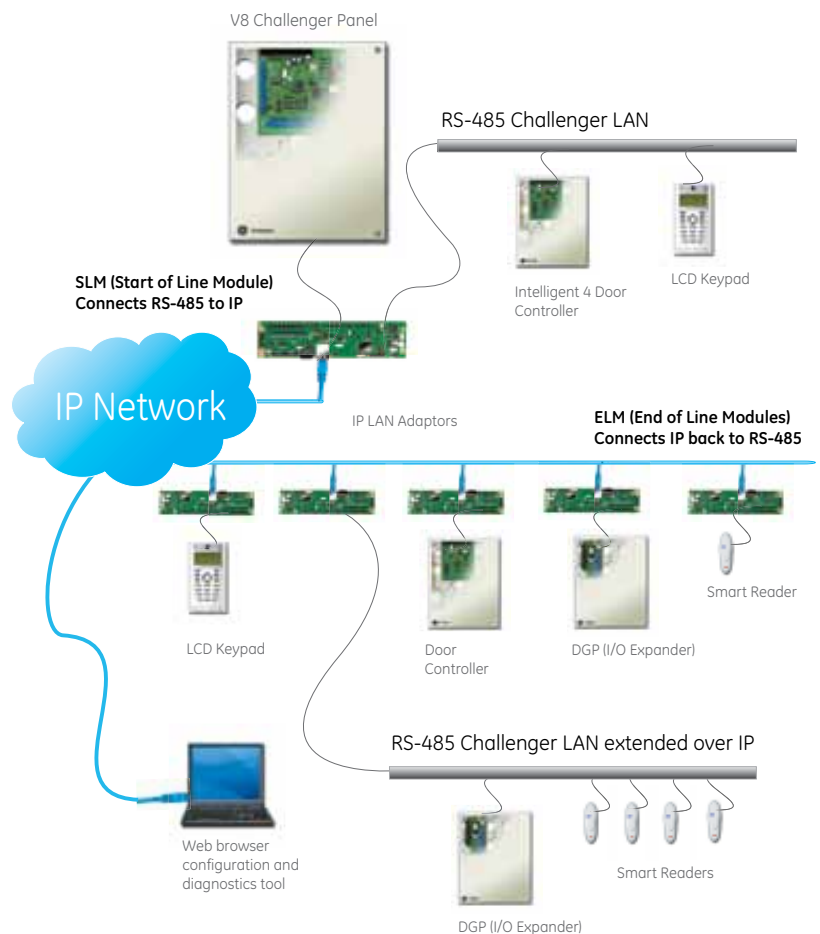


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Awards reward high level of enthusiasm

Paul Berry, a Christchurch ADT Armourguard patrol officer earned the 2010 NZSA Security Officer of the Year award, presented at the awards dinner.

According to the nomination Berry brings to the job a high level of enthusiasm and dedication which is based on his pride at being a patrol officer. It adds that Berry has been responsible for numerous arrests over the last year.

The annual award was introduced by NZSA in 1989 to recognise outstanding achievements and professionalism in performing above and beyond the call of duty in protecting life and property.

"His conscientiousness is not confined to his work for ADT Armourguard customers," notes the nomination. "He also regularly demonstrates our company's value to community commitment by going above and beyond the call of duty to apprehend intruders that he spots at other non-customer sites."

The nomination cites seven recent police reports on Berry's contribution and says that he may have aided around 60 arrests over the preceding two years, pointing to an incident involving an escaped mental hospital inmate as one of the scariest.

"Responding to a panic alarm in late August Paul arrived at a Christchurch liquor outlet to find four security people hanging on to a highly agitated man. To make matters worse the man was bleeding from a wound on his neck, had weeping ulcers on his legs and was shouting, swearing and spitting at everyone. Paul leapt

into action warning everyone to put gloves on, then put the man in a lock until the police arrived. His quick thinking and calm actions may have saved lives as it turned out the man was HIV positive and had hepatitis."

After the incident Berry described feeling rattled, "But I would do it all again if I was faced with a similar situation in future," he said.

Berry grew up in Canterbury and has been a night patrol officer in the central Christchurch area for almost three years.

"You find your niche and they say if you love your job it's not like work," he says.

"You got to have family support because you are out at night and I have a wife and kids. You have got to be a team at home and a team at work.

"This is not a individual award as such – it's a team award for everyone because we back each other up. With that support at home, at work and from the clients so I've had good feedback and happy customers.

"This is not sales pitch," he says, "it is who I am."

Award recognises front line work

Ameet and greet security officer described as inspiration for others has been awarded the New Zealand Security Association Security Industry Personality of the Year for 2010.

Tapai McLeod was presented with the award at a NZSA dinner held to mark the occasion on the last night of the annual New Zealand Security Conference and Exhibition held in Auckland during September.

McLeod is the first person that cancer patients meet as they drive into the Auckland hospital oncology unit. Rather than force particularly unwell patients to use the distant main car park, the unit has a small dedicated parking lot.

Stressed patients and a shortage of car parks would normally lead to tension, but the hospital testimonial describes how he turns a negative situation into a positive one.

"Instead of telling people where they cannot park Tapai goes out of his way to find parking spots for people," reports the testimonial, "he moves parking cones and gets people to park closer together, and always find a spot closest to the door so that patients are relieved of the stress of finding a parking spot.

"We cannot understand how he achieves it in such a confined area but he finds parking spaces for just about every patient," they write.



Paul Berry, an ADT Armourguard patrol officer earned the 2010 NZSA Security Officer of the Year award (left), Tapai McLeod of First Security with his well earned award for Personality of the Year

"He does this in all weathers and always in a cheerful manner. All this week he stood outside the building in the pouring rain assisting patients in his usual bright and helpful way. It was as if nothing was untoward or out of the ordinary. He does this all winter - he is outstanding."

The annual award recognises professionalism, service to industry, personality and charisma of any person active in the security industry. McLeod, an employee of First Security has been working at the hospital for over a decade.

"I've got to know the doctors, the nurses, the cleaners – we all work in harmony," the modest McLeod says.

At 65 McLeod doesn't smoke or drink, and keeps up a daily lunchtime jog from the hospital up Mt Eden hill, a distance that would put many younger men to shame. He has no plans to slow down, laughing off any talk of retirement.

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Mi5 Releases new generation remote wireless cameras

2010 saw the launch of a new era of security devices

The RedEye Wireless, from Mi5 Security, is a high quality yet affordable camera designed to remotely identify people and objects and immediately notify the customer. This is important because other devices have let users down in this area, but not so the RedEye.

A City Council representative states “what we really need is a device we can put in the field easily. We need something really portable, but we need to be able to view live footage when we want too as well. Nothing exists like this at the moment.” This statement was true, until a few months ago.

The RedEye Wireless is new to the market place (the ability to send real time footage

via the cellular network from a completely portable device), but the core technology is based upon Mi5's successful RedEye Standalone cameras. The technology crammed into these discreet devices is incredible. Finally, a Security device that really leverages advances in the technology field, converged with the solid foundations of the security world as we have known it. For example, never before have we heard of a portable camera device that can last for many months on a small lithium battery alone! The RedEye supports the internal battery with a small inbuilt solar panel.

RedEye is unique not only for it's amazing power capabilities, but the way they capture images using a patented processing

system allows for useable footage, which is important, but more interesting is the ability to programme sequences – so you can have pre trigger, post trigger, multiple images within seconds, you can setup the camera on time lapse or base triggering on motion. The options are endless, which is great for multi purpose requirements that exist in the world of security.

These cameras are used by a variety of clients as a result of this inbuilt intelligence. Construction workers use time-lapse to view building construction progress and share this with clients where applicable. Councils use motion detection for rubbish dumping (fly-tipping) sites both day and night. Power companies secure remote





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stations; the applications are endless, particularly given the ability to add remote triggers, remote night vision, telephoto lens options, modems and more!

But it doesn't stop there! With the recent launch of the complementary service, MyMi5 (<http://demo.mymi5.com>) users of multiple security and monitoring devices can now access live footage, in real time, via the internet. This secure software service

is more than just an image repository. This leading edge technology allows individuals and organizations alike to take control of their own security requirements and manage both hardware and security or monitoring footage easily. No need to bring in third party experts, this platform opens up a whole new world of security management.

MyMi5 is a new generation VSaaS platform (Video Surveillance as a Service) allowing secure access from any location utilizing high security access protocols.

The platform is very user friendly, with images time and date stamped for your convenience and the ability to download any single or sequence of images to another storage device off line. You can view images as a slide show, and see where the camera is located via a mapping system which provides a graphical view of each camera, along with easily identified alerts showing the most recent activity and summary activity of each location.

MyMi5 not only caters to businesses and individuals, but it also enables Government and Enterprise users to easily group cameras from different sites or business units into folders that are only accessible to certain personnel.

MyMi5 enables full integration into any enterprise application through a comprehensive http-REST interface

or SFTP services. In other words, the application is extremely flexible and designed for multiple requirements by multiple user types, and yet it sits on solid, reliable security foundations, ensuring only those with the correct permissions can access security and monitoring footage.

If you are not near a computer or can't get online via your cell phone or other device, you can still receive live footage to your email or phone.

Since the launch of MyMi5, two major suppliers of monitoring software are utilizing MyMi5 to enhance their existing offerings. Multiple Government departments both in New Zealand and around the globe are also finding the platform more than meets their requirements and comment they have never before had the option to fulfill these needs. Mi5 Ltd has just closed a deal with one of the largest Electricity Generators in the world. Both the RedEye Wireless and RedEye Extreme (a robust version used in the Alps!) are utilized by this organization to monitor their remote water inlets and hydro dams.

This exciting technology is proven and reliable. Mi5 sell through resellers in the New Zealand market and selected International partners. Potential resellers should also be aware that Mi5 offers an attractive commercial annuity model.





Inner Range Update: Concept 4000 Solutions

From humble beginnings with the market release of the Concept 2000 back in 1988, Inner Range has proven to be at the leading edge in Integrated Access Control and Security Solutions world wide.

The last 2 years have been an incredibly busy time at Inner Range with the company employing its largest R&D team and delivering a continual output of value adding products and updates.

The development of the next generation product is progressing well, with the first fruits of this massive R&D program coming to fruition with the release of the new Prisma terminal.

The Prisma terminal is an incredible graphic terminal which was recently on display at this years' Security (ASIAL) 2010 Exhibition in Darling Harbour in Sydney. The Prisma terminal is compatible with Concept 4000 and future generations of Inner Range Hardware.

The NEW Prisma Colour Graphic Terminal represents a new generation

The new Prisma Terminal is the first in a series of new generation products from Inner Range. The Prisma terminal has been designed with the future in mind and is equipped for forward compatibility. It is ready for the new generation.

The Prisma Terminal is a stylish and cost-effective new user interface for the Concept 4000 System. Featuring a full colour LCD screen, the Prisma Terminal leverages its user experience from commonplace mobile communications and personal entertainment devices. It offers a simple to use icon, function key and scroll wheel based navigation system, together with large easy to read text.

As a result the new Prisma Terminal provides a delightful user experience. Equipped with variable colour keypad backlight and auto-dimming

backlight technology, the Prisma Terminal can be tailored to blend in or stand out in any environment.

Supporting all the standard programming, commissioning and user features of the Elite terminal, the Prisma Terminal brings new dimension to the feature set and includes an array of 8 LED's for area status indication, sophisticated 8-bit digital sound tones and a temperature display option.

The Prisma Terminal will be available shortly from all branches of Atlas Gentech.



The Prisma Terminal is not only an attractive addition to any décor but also delivers an easy to navigate user experience combined with a complete suite of system programming menus and commissioning tools which the installer is already familiar with.



Prisma Terminal on display at ASIAL/Security 2010.

Inner Range WIN 'Stand of the Year' at ASIAL/Security 2010!

Once again Inner Range stole the show with their exclusive Australian distributor at the recent Security 2010 (ASIAL) exhibition and conference held in Sydney.

After taking away the best stand award at the 2008 exhibition both Mark Cunningham (CSD) and Vin Lopes (IR) really expressed themselves with a 2 level stand complete with it's own upstairs cafe and bar, and an amazing array of new innovative and interactive products on show to delight the most discerning buyers and integrators!

It was recently announced that IR/CSD won the best Stand of the Year award again at this years event.

A group of NZ based companies who visited the show were privy to the Inner Range experience

and hospitality along with Steve Moss and Todd Ryan from Atlas Gentech!

Twice a day during the exhibition the whole place would come to a stand still when CSD announced the lucky winners who had visited the stand and entered a draw to take home bottles of top quality scotch whiskey, Kenwei video intercom systems and an Apple iPad.

Undoubtedly the new Prisma keypad (see above) and the Paradox TM4 touch screen keypad were the jewels in the IR/CSD crowns!



Inner Range/CSD (centre): Vin Lopes & Doug Frazer
Atlas Gentech: Steve Moss (left) & Todd Ryan (right)

Inner Range integrates with the NEW EkoTek Duress Solution



EkoTek is a revolutionary wireless location solution for lone worker and duress applications. Inner Range is the only enterprise security system to provide a high level interface to this award winning product!

Insight Professional now integrates with EkoTek wireless lone worker, location system. EkoTek is a unique new wireless solution, which uses the latest mesh technology to provide two-way communication between staff to improve emergency response through accurate location of alarm signals.

Integration into Insight Professional delivers further benefits where user movements can be tracked using Insight Tagboard, event based actions can be launched via Insight alarm handler and CCTV cameras can be displayed based on EkoTek events. Integration of EkoTek is available as part of the new Insight Communicator 3PGateway.



Concept 4000 Aperio Door Controller

Aperio is a revolutionary wireless technology that radically reduces the installation cost of installing electronic access control.

Aperio is ASSA ABLOY's revolutionary wireless access control technology. Aperio radically reduces the installation time and cost of installing electronic access control.

Aperio cylinders replace traditional mechanical cylinders and contain a wireless transceiver and

a card reader. Aperio communicates wirelessly with a "Concept 4000 Aperio Door Controller" which can be installed above the door.

No drilling or door wiring is required during the installation.



NEW Intelligent Two Door Access Module

The Intelligent 2 Door Access Module effectively combines offline stand-alone operation with enhanced feature design.

Full support of the advanced Concept access control features (soft/hard/timed anti-passback, dual user, card + PIN, free access via time-zones etc) is provided.

Featuring a flexible modular design with provision for up to 4 doors and 8 readers housed in a smaller chassis, the Intelligent 2 Door Access Module is at the top of the scalability class. A truly dependable module that grows with site demand.

Key features:

- On-board 3 amp power supply.
- 2 on-board lock relays.
- Optically isolated LAN input provides 5kV isolation for protection from surges.
- Separate valid, invalid and Door Open Too Long (DOTL) output for each door.
- Separate reed, tongue, Request to Enter (REN), Request to Exit (REX) & Arm inputs for each reader.



IR/Paradox RF Expander Module

The Paradox RF Expander Module provides connectivity of the Concept 4000 system to the Paradox Magellan range of wireless devices.

The Expander Module allows seamless functionality for wireless zone inputs and remote control fobs.

Selected remote control fobs provide bi-directional audible and visual feedback when arming or disarming the system and when controlling auxiliary devices. In addition to this some remotes feature an information button which can be used to indicate the current status of the security area.

All fobs feature buttons which can be programmed to provide different actions, and wireless PIN verification is also provided on selected Fobs. Each module will provide 32 wireless detection zones, low battery supervision and reporting is provided for all zones.

Wireless detectors reduce installation time and cost whilst key fobs provide security arming/disarming of the system as well as remote operation of outputs such as lighting and doors.



Inner Range's Concept 4000 Solutions are distributed exclusively throughout New Zealand at:

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Cyber criminals in arms' war

New Zealand Cyber Security firm Endace has brought its manufacturing to Christchurch after moving out of Malaysia. Tim Nichols tells Steve Hart why it's good to be home

Endace is probably one of those companies you have never heard of. But its technology and products are helping to keep countries and large organisations, such as telcos and power companies, safe from cyber spies, hackers and malicious computer viruses that could bring down their networks.

The company's Vice President of Marketing, Tim Nichols, says the firm is probably one of the country's "best kept secrets" and that if New Zealand is ever attacked by a hostile force it will be done with a computer keyboard and mouse click.

In fact, the attacks are already happening. You won't get many people to admit it, but they take place 24/7. A two-pronged assault by foreign governments and organised crime syndicates looking to steal secrets, plant code to disrupt networks and

How Endace began

Endace started 15 years ago as a research project at the University of Waikato headed by company founder Dr Ian Graham.

He was researching latency (delay) through ATM networks, the ability for computers to analyse data on the fly without slowing the system down.

An important part of his research involved the development of lossless packet capture and accurate time-stamping that became known as the DAG (Data Analysis and Generation) card.

At conferences, the card drew interest from governments and telcos who were facing a problem analysing their networks. Through Endace, telcos were – for the first time – able to observe what was happening on their high speed networks.

Since then, Endace has grown into a UK stock market listed company that enjoyed full year revenues for 2009 of more than US\$30 million.

The company spends more than 20 per cent of its revenue on research and development and is one of New Zealand's most highly awarded and successful high-tech companies.

blackmail companies with threats of 'give us your money or we activate the virus we have put in your system'.

Only last year the Waikato District Health Board was stopped in its tracks by a computer virus that led to all its 3500 PCs to be shut down. Turns out the DHB's system was not running updated software to fend off new computer viruses.

"Our system can be used to alert on things such as Chinese spies attempts at hacking into a US government department to steal secrets," says Nichols. "It alerts on malicious computer programs such as botnets and Trojan attacks from organised crime syndicates trying to steal data or blackmail companies.

These people can initiate huge flood attacks to overwhelm computer systems – much of it is about stealing information – be they passwords, bank account details or planting code inside someone's network, sucking out the information and sending it off to a third party."

Nichols says people working within a company, such as disgruntled staff, are launching an increasing number of attacks from the inside.

Tim Nichols VP Global Marketing

Tim joined Endace in September 2009 as Director of Marketing. Prior to joining Endace, Tim had an extensive background in both B2B and B2C technology marketing. Most recently Tim was responsible for leading the development of the marketing strategy, brand and communications at Two Degrees Mobile Ltd - New Zealand's third mobile carrier which successfully launched in August 2009. Prior to 2Degrees, he held senior marketing roles at Sky City and Vodafone in New Zealand.

At Endace, Tim is responsible for marketing and communications globally.

He holds a Bachelor of Economics degree from the University of Hull, UK.



“Malicious attacks can be done by employees who are leaving organisations – there are all sorts of issues there,” he says. “They can also steal data.”

He says the challenges of securing data are becoming harder than ever with people working remotely, logging into company networks from where ever they may be in the world and the huge number of wireless devices being used to send and receive email and access company data.

“It means the days of putting a firewall around a company and assuming the job is done are long gone,” he says. “The organisations we work with require a far more sophisticated system of network security appliances, such as our intrusion detection probes that pick up everything the fire walls miss.”

He says that what Endace is a strictly high-end intruder detection system that you won’t find on the shelf of your local computer store. Its systems, which start at around US\$70,000 a pop, work by analysing every single packet of data entering or swirling around an organisation’s computer network. The Endace system copies and checks out 100 per cent of all data traffic and raises a flag when it spots trouble – and it is all done at lighting speed.



Prime Minister John Key with Endace Chairman Ian Graham with the first New Zealand made circuit board

Ultimately, says Nichols, the IT security industry is an arms’ race, because as soon as companies such as his plugs a gap, so someone else will already be drilling down to find another hole – a hidden gateway into a firm’s mainframe.

“Security is an arms’ race – always has been,” he says. “Your ability to see and predict how attacks are going to evolve, and how technology needs to develop to predict that, is a big part of what we do as a company.

The criminal community is getting creative, Moore’s law* is working in their favour – there is so much computing power available that the criminal community is able to find amazing recourses and use them in very unhelpful ways.”

Nichols says it is a constant race for firms such as his against the people who are “trying to do bad things”.

Second-guessing what trick the criminals and spies will try next is a team of Endace technicians who work to develop and improve the firm’s software and hardware to counter what might come next. The company spends 20 per cent of its annual revenues in research and development.

Based in Auckland, with offices in the USA and the UK, and a staff of more than 130 around the world, the company proves that Kiwis can be highly competitive on the world stage. And its customers stretch across the globe too.

Ninety-eight per cent of its clients are off shore; 60 per cent are in the States, 30 per cent in Europe, eight per cent in Asia and a handful here.

“Because of this we don’t do too much marketing in New Zealand,” says Nichols.

“There is some business here, there is just more of it overseas. But as time goes on we will be putting more effort into New Zealand and Australia.”

Ian Graham - Chairman

Ian holds a PhD from Cambridge University, England, where he worked on microwave receivers for radio telescopes.

After fifteen years in archaeological science, including teaching at the Institute of Archaeology of the University of London, he moved to New Zealand in 1986 as a Senior Lecturer in Computer Science.

Ian served the 13 years from 1990 to 2003 as Dean of the School of Computing and Mathematical Sciences at the University of Waikato, and a Professor in the Computer Science Department.

The Endace core technology was initially developed by the University research team led by Ian in the period 1995 to 2001.

Ian was one of the founders of Endace in 2001, and was Chairman of the Company at its admission to AIM in 2005.

He has since served the company in turn as Chief Technology Officer and Chief Scientist before taking up the position of Chairman again in March 2009.



While its potential customers are thin on the ground at home, it is helping the local economy having opted to produce its advanced hardware at a factory in Christchurch. Endace's business is now generating \$5 million of work for New Zealand firms.

Nichols says the company's hand was forced as the Malaysian plant that produced its hardware was taken over and the new owner didn't want to do contract production work.

"It gave us the opportunity to take a good hard look at the options and we decided to bring the business back home," says Nichols. "We decided New Zealand was the best place for our products to be made."

Endace placed the work with GPC Electronics and the first of its Kiwi-made computer circuit cards came off the production line at the end of August.

The Christchurch production involves the manufacturing of circuit boards with

as many as 1100 components in a board the size of a pack of playing cards. These include high value programmable silicon chips, some with as many as 1152 contact points and contained within a package the size of a postage stamp.

"Prime Minister John Key came along to see the first ones coming off the line – it's a good news story because we are bucking the trend and bringing manufacturing back to New Zealand," says Nichols. "We manufacture several thousand of these cards every year."

Nichols says having manufacturing on the doorstep means the firm enjoys better quality control, greater production flexibility and vastly improved communications.

"When your head office is in Auckland, we have our research and development in Hamilton, then there is a lot of logic in having your manufacturing here as well – we are all working in the same time zone," he says.

And while it was a commercial decision on the part of Endace to move manufacturing here, it turns out plants here are competitive. Nichols says the cost of production, because it is highly automated, is not affected too much by the cost of labour.

"The actual labour component of what we do is quite small," he says. "And the high degree of specialisation required is here. Christchurch has a solid base of high-tech manufacturing facilities."

Robert Wallis, General Manager of GPC Electronics says the Endace contract provides the firm with a guaranteed volume of work through its manufacturing facility and will result in additional employment opportunities at all levels – from production staff to professional engineers.

** Moore's law refers to Intel's co-founder Gordon Moore, who recognised in 1965 that the number of transistors on a circuit board was doubling every year. It is now a phrase used to describe almost anything to do with computers and computer chips.*

Gallagher Security Management Systems Introduces New Regional Manager

Gallagher Security, a division of Gallagher Group Ltd, has appointed a new Sales Manager for the New Zealand & Pacific region. Michael Collins joins the GSMS team following the relocation of previous Regional Manager, Peter Francis, who is leading Gallagher Security's expansion in the Asian market.

Collins is well known to Gallagher Security having worked for the company as a Business Development Manager in 2004. He has an extensive background in a security professional career beginning with his introduction to the US Army at age 18 followed by 20 years in the Infantry. In addition to the Infantry positions, he served as personnel & security manager, military school instructor and drill sergeant. During his military career he spent two tours in Germany, several assignments within the US, went to Desert Storm and participated in the Bosnia-Herzegovina operational mission in 1997. Collins retired from the Army in 2001 and worked for a company called Entek Inc as a training and program manager for all mobile x-ray equipment used by US Customs department. After the 9-11

disaster, his management ability, leadership and technical skills helped in the successful roll out of new equipment and training of over 300 new boarder patrolmen. Collins also managed the hand-held explosive detection system program for the northern border of the US that resulted in the successful training of over 550 US customs agents in a year, a record for the US customs department for new equipment fielding.

Collins' decision to re-join Gallagher Security is driven by his confidence in the access control and perimeter security products manufactured by the New Zealand owned company.

"Gallagher Security is recognized as a leader in research and development which produces high quality, innovative security products. This is enhanced by our ability to integrate with premium third party solutions so we can deliver a comprehensible security platform across a variety of markets."

Collins' business development team includes Jon Wilson & John Dumelow (Cardax), Rick Spencer (PowerFence™) and Steve Cooke (Technical Account Manager).

For information on Gallagher Security products including Cardax and PowerFence™ contact:

Michael Collins on
Mobile: +64 21 221 7482



*Michael Collins, Sales Manager,
NZ & Pacific*

To train or not to train – there's just no question

THE NUMBER OF NEW ZEALAND SECURITY PERSONNEL IN TRAINING HAS RISEN STEEPLY IN THE LAST TWO MONTHS – AND ALL SIGNALS POINT TO ONGOING GROWTH.



Certainly the Private Security Personnel and Private Investigators Act, due to come into effect on April 1 next year, and the Rugby World Cup, are playing their part. But for many firms this is just background, as they are committed to creating a strong and capable workforce anyway.

ETITO's Industry Training Manager [Security] Ross Clarke says a growing number of firms are expressing a clear commitment to embedding training into their operations.

"More than at any previous time, the industry is in a strong position to make a real shift into a new era of professionalism – to lift the bar," says Ross. "That has translated in a noticeable increase in training agreements with ETITO across the country in the last two months – and it comes on top of the 300 security personnel who have completed national qualifications to date this year."

Among the large companies to strengthen its training programme is event and stadia specialist Red Badge Group.

Red Badge has signed 500 new training agreements with ETITO and is rolling out a major new training initiative across its national operations. It hopes to have the majority of its security officers trained to National Certificate in Security [Level 2] within the next seven months.

Red Badge Group director Andy Gollings and regional manager Glenn Simpson say the company has been committed to training for some time but what it is now embarking on will take its approach to a new level.

"This is about our commitment to our people, to the standard of service we deliver to our customers and to playing our part in further lifting the professionalism of the industry," says Andy.

Adds Glenn: "Level 2 is the minimum for us; we want to be able to see our people move on and gain Level 3 and 4 qualifications as well. We're now in an era that demands greater professionalism and accountability."

Red Badge supports regulation and mandatory training. Andy and Glenn say it can only be positive for the industry, staff and customers.

Ross Clarke says ETITO is keen to see more companies engage in training – and build or strengthen a training culture that will provide benefits well beyond the Rugby World Cup.

"What is really pleasing to see – and this was very apparent at the New Zealand Security Conference – is that industry leaders agree that a new level of professionalism in the industry is long overdue and that training plays a key role.

"Regulation – and any associated training and qualifications – is good news for good operators. It recognises those who set and meet high standards, while no longer allowing poor and shoddy performers to play the same game on their terms. Over time, as we've seen in other industries, the bar just keeps lifting higher and higher."

To find out more about how national qualifications training can benefit your security business, visit www.etito.co.nz or talk to an ETITO training manager today.

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ETITO

Introduction to Bosch's new 700

The Bosch 700 Series Hybrid and Network Recorders offer top-of-the-line performance and adaptability. Equipped with four front-replaceable hard drives and extensive integration features, the 700 Series is ideal for medium to large-scale systems. 700 Series' superior image quality and compression gets the most out of CCTV images. Available in both IP-only and hybrid models, the 700 Series can handle even the most challenging CCTV applications without excessive demands from installers and operators.

High performance H.264

With real-time viewing, recording, and playback in genuine 4CIF resolution, 700 Series Recorders capture all the details. More detail typically means increased bandwidth, larger storage requirements, and increased costs — but not with the 700 Series.

Bosch's advanced H.264 compression technology used in the 700 Series reduces bandwidth and storage needs by up to 30% or more, compared to traditional MPEG-4 systems.

Embedded design

The embedded design of the 700 Series Recorder offers a higher level of security against network attacks than traditional systems and has lower maintenance requirements.

The security of recordings remains high while eliminating the need to install software patches and antivirus updates. The integrated architecture, built-in installation wizards, and low-maintenance design make the 700 Series easy to set up and operate while delivering a lower total cost of ownership.

The Bosch 700 Series Hybrid and Network Recorders offer top-of-the-line performance and adaptability. Equipped with four front-replaceable hard drives and extensive integration features, the 700 Series is ideal for medium to large-scale systems. 700 Series' superior image quality and compression gets the most out of CCTV images. Available in both IP-only and hybrid models, the 700 Series can handle even the most challenging CCTV applications without excessive demands from installers and operators.

Hybrid Models

The world of CCTV is changing — IP is replacing the analog standard in many areas. Bosch's 700 Series Recorders have the flexibility to adapt to this changing environment.

The 700 Series Hybrid Recorder is the ideal choice for growing applications which use a mix of analog and IP cameras. It can record 8 or 16 analog cameras and an additional 8 or 16 IP channels, all with real-time frame rates at 4CIF resolution.

Network Models

The 700 Series Network Recorder is the perfect match for pure IP environments. While typical IP solutions consist of many separate components — NVR Server, PC Client, external RAID storage array and software — the 700 Series Network Recorder is an all-in-one IP video management solution.

With support for a total of 32 H.264 cameras and a fully automated, onboard IP camera management system, 700 Series is straight forward to set up and maintain right out-of-the-box.

Power to integrate

Bosch's VideoSDK provides a complete toolbox of modules for playback, searching, viewing live images, and more — simplifying integration with other surveillance systems. The VideoSDK even allows integration with specialized software tools such as fraud detection programs for retail applications.

Control of 700 Series Recorders can be automated using CLI (Command Language Interface) commands. This allows the 700 Series to be interfaced with external software (over RS232 or IP), which is typically used to sense alarms or handle access control on an existing (embedded) computer system. Functions include front panel emulation, configuration, and viewing status information.

Bosch 700 Series Hybrid and Network Recorders



Key Features:

- Real-time H.264 recording and playback in genuine 4CIF resolution for up to 32 cameras simultaneously
- Hybrid models offer up to 16 analog and 16 IP camera channels; IP-only models offer up to 32 IP camera channels.
- Fully automated assignment and management of H.264 IP cameras.
- Internal storage up to 8 TB on four front-accessible hard drives with optional on-board RAID-4 support.
- Text support for storage and retrieval of video, synchronized to external data like ATM/POS data, license plate numbers, or GPS data.

For instructions on how to use the CLI, please refer to the documentation on the Bosch Security Systems website.

Record text data together with associated video (e.g. from an ATM machine, license plate reader, or cash register) using the text support feature. Searching text data allows fast retrieval of the associated video and provides legal evidence in the event of fraud.

Flexible and reliable storage

Access the four internal hard drives via the front without opening the unit, thus simplifying service and making it easy to add additional storage on-site when needed.

Configure the disks as a RAID 4 array for extra reliability. Expand storage further with an external Bosch iSCSI video storage array. This makes the 700 Series ideal for applications requiring continuous recording at the highest resolution, frame rate, and retention time.

Ease of use

Find key events in recorded video quickly by utilizing the unit's smart search to find changes only in selected areas. Compare past and present events by simultaneously viewing live images with playback scenes. Export recordings by simply downloading them to a USB memory device, burning them to the optional built-in DVD recorder, or exporting them remotely

via the Control Center software. The 700 Series makes it easy to manage and transport images. All video is digitally watermarked to ensure the credibility of recordings.

The unit's intuitive interface with clear, menu-driven options is quick to learn and easy to use. Choose from a selection of control devices, including a mouse or CCTV keyboard. With the keyboard loop-through feature, up to sixteen 700 Series Recorders can be controlled from a single IntuiKey keyboard.

Flexibility is also abundant with its extensive range of advanced functionality. Other convenient features include remote playback capability and dual VGA monitor support. Live viewing, playback, configuration, remote management — it is all simple and straightforward with the 700 Series.

Comprehensive interfaces

Flexible interface options make it easy to connect to a variety of external devices.

- Up to 16 analog video inputs and 16 IP camera inputs on hybrid models, or up to 32 IP camera inputs (on IP only models)
- Up to 16 audio inputs (DHR Models only) and two dual mono audio outputs
- One or two monitor (DHR models only) outputs on VGA, BNC, and Y/C outputs

- Up to 4 front-replaceable hard disks with optional RAID-4 support
- One or two Ethernet 10/100/1000 BaseT network connections
- Up to 16 alarm inputs and 5 relay outputs
- Biphase connection allows one cable to control Bosch PTZ cameras at a range of up to 1.5 km / 0.9 miles
- Third-party PTZ control via RS422/RS485 connection (Pelco D protocol)
- Bosch IntuiKey support with loop-through function
- Bosch Video Manager support (including Keyboard Expander LTC2604/x0)
- USB connectors front and back — connect a mouse to control the user interface, or archive video to a USB memory stick or similar device
- Optional built-in DVD recorder
- Text support for storage and retrieval of video synchronized to external data like ATM/POS data, License plate numbers, or GPS data

Applications

The 700 Series Recorder is ideal for:

- Shopping centers and retail applications
- Banks and financial institutions
- City centers and public monitoring applications
- Crowd surveillance
- Casinos and hotel complexes



Key Features:

- Real-time H.264 recording and playback in genuine 4CIF resolution for up to 32 cameras simultaneously.
- Hybrid models offer up to 16 analog and 16 IP camera channels; IP-only models offer up to 32 IP camera channels
- Fully automated assignment and management of H.264 IP cameras
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- Text support for storage and retrieval of video, synchronized to external data like ATM/POS data, license plate numbers, or GPS data

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Just one more question

Former Glasgow copper turned Auckland private investigator tells Steve Hart the recession has caused a rise in workplace theft and fraud

New Zealand's private investigators are highly regarded like nowhere else in the world. That's the view of private eye Ron McQuilter who has worked in the industry in Scotland, England and, for the past 27 years, Auckland.

"In New Zealand, private investigators are regarded as credible and responsible people, it is unlike anywhere else in the world," says the veteran investigator who started working here when it "was still like the wild west".

He says the licensing of private investigators – they can't be called detectives – is only now starting to happen in the UK and Australia but has been the norm here for years.

"In Australia there's been heaps of issues with corruption among cops and private investigators," says 55-year-old McQuilter.

"Whereas here there are a few old heads around who have done the industry a real service by being ethical and professional, we are regarded well by the authorities.

"If I go to court to give evidence and say I'm a private investigator, the judge will think 'this is a guy with integrity'. Whereas if you stand in court in London and say you're a private investigator, they'd probably think that you're a bit dodgy. In New Zealand it's so different. We are regarded as a business that's necessary and credible."

The scope of work carried out by McQuilter, owner of Paragon Investigations, includes tracing people,

serving summonses and corporate investigations.

"Insurance investigations are a big part of the business," he says. "You get a lot of work from lawyers and insurers which are repeat clients."

When it comes to insurance work, McQuilter says his job is to validate claims.

"We are not employed to go out and defeat claims, we are there to validate them," he says. "But the reason insurance firms employ investigators is because they want us to ferret out suspicious claims."

McQuilter says the recession has led to an increased number of workplace crimes.

"There's a lot of fraud and thieving going on," he says. "A lot of companies in the good times weren't as diligent with their money, and they are now starting to find big bad apples within their organisations."

McQuilter says the best money can be earned by working for corporate companies. Assignments can range from catching a thief (such as sticky-fingered retail staff) to solving high-level fraud. He says it is this type of work that separates the men from the boys, and that while almost anyone can enter the PI industry, those who have never worked as a police officer will typically be left with the tracing and serving work along with installing cameras for surveillance. Whereas former police officers will get the higher paid work such as interviewing people.

"When a client comes to us with a problem it needs to be fixed," says McQuilter. "There is no room, when you're interviewing somebody, to send in a trainee and then go back and have another go because they blew it.

"There are a few old heads around who have done the industry a real service by being ethical and professional, we are regarded well by the authorities" says Ron



Ron McQuilter is the current chairman of the NZIPI and is Managing Director of Paragon Investigations.



The recession has led to an increased number of workplace crimes. (Photo posed by a model)

“There are certain jobs that a trainee can do, but as an investigator you need to be trained. Typically that means having worked as a cop.”

The industry is not for the faint hearted as it has a high turnover of people, says McQuilter. Because private investigators work freelance, if there’s no work, there’s no money.

“It is something some ex-police officers have struggled with after giving up their job with a regular income and benefits,” he says. “I can count on one hand the number of people who have been in it for more than 10 years. An institution – such as the police force - doesn’t train you to be self-employed.”

On McQuilter’s desk right now is a \$1 million fraud case he is investigating. And because ex-police officers are working on it, when he hands the file to the police he’s pretty confident they will action it and prosecute the suspect based on his findings.

“Twenty years ago we would never be doing that job because the police would have done it,” he says. “Then it changed to effectively no one doing it, because the cops would just say ‘it’s a fraud, we don’t want to know’.

“Whereas now, the police are saying ‘you bring it to us in this particular format and we will seriously look at it’. Since we began that agreement I haven’t had one

case refused, and we’ve done quite a few. So that’s been a huge change – us working so closely with the authorities - it just adds credibility to the private investigator industry.”

It is a hard industry though as McQuilter says private investigators are only as good as their last job. The unpredictable work and income also doesn’t help. Nevertheless, he says it is an exciting career as he never knows where the next phone call will send him.

“It’s definitely exciting,” he says. “The reality is I came to work this morning and even sitting here talking to you now, I don’t know what I’m doing this afternoon.”

McQuilter’s not on 24-hour call any more, one too many “lunatics” called him late at night. Nowadays he turns his phone off in the evening and doesn’t turn back on until after he’s been to the gym in the morning.

“The job keeps you mentally active but you certainly need to be physically active,” he says. “Not that it is a dangerous job. Unlike the police we are not dealing with physical confrontations, we’re predominantly dealing in paper, fraud and interviewing people – we’re normally the ones in control.”

McQuilter does have one regret though – not studying for a law degree when he was younger.

On McQuilter’s desk right now is a \$1 million fraud case he is investigating. And because ex-police officers are working on it, when he hands the file to the police he’s pretty confident they will action it and prosecute the suspect based on his findings.

“The minute you get your law degree, you can bill three times the money,” he says. “I wish I had learned that earlier but I didn’t. That’s my biggest regret I suppose.”

But he does own the biggest private investigation firm in the country providing work for 30 or more people. McQuilter agrees he hasn’t done too badly.

Get Carter

In the first of a new regular section of New Zealand Security Magazine we put the CEO of Matrix Security Group Scott Carter in the spotlight

What attracted you to the security industry?

I spent several years in the police in the 1980s. After a stint in management and sales consulting with the Fortune Group it was a natural progression to blend both of those backgrounds with a career selling security solutions and then building a security company.

What has been your biggest industry achievement so far?

I think any entrepreneur takes pride in building a substantial business, and Matrix Security Group has a well-earned reputation for operational excellence and industry leadership in such areas as health & safety. But from an industry service perspective, it has been very satisfying to work with others to bring about the reform of the outdated Private Investigators and Security Guards Act, to build partnership agreements with the New Zealand Police and to introduce the auditing programme for compliance with NZSA codes of practice.

What concerns you most about the industry?

The traditional concerns over the lack of training and licensing enforcement should be mitigated through the passage of this new legislation this year, provided the proposed Ministry of Justice enforcement unit tackles non compliant operators.

I think the well established security businesses are already compliant and have adequately prepared to meet the requirements under that legislation for NZQA-based training qualifications for frontline employees.

The predominant concern remains the lack of commercial acumen demonstrated by many security businesses who persist with low margin price wars in a bizarre, self-defeating "race to the bottom". The fact is that a market exists for quality, and that quality commands a premium, even in this more austere economy. Businesses based on value-added relationships are much more sustainable in the long term.

What are the most enjoyable parts of your job?

Leadership and community service. Basically, making a positive difference by challenging performance and attitudes.

What are the key attributes for someone working in your area of the industry?

As a CEO, ethics, integrity and broad-based commercial skills are the most crucial – no different to any other business sector. The industry-specific qualifications can be learned, but ethics and integrity go to the heart of character, and unfortunately are not as commonly present as one would expect.

What technological advances in security are you most excited about?

Without doubt, the convergence of standards-based technologies, especially internet protocol solutions. This gives us the chance to provide greater value to customers and move away from commoditised, low-margin services.

If you could change one thing about the industry, what would it be – and why?

As an industry we don't do ourselves any favours through undervaluing security.



Scott Carter, CEO of Matrix Security Group

Price discounting only limits wage growth, profits and professional standards, and results in inevitable business failures. So changing the price-driven mentality to the concept of value-based solutions would be my choice.

How do you think the security industry is perceived by the public.

Mixed. There are some well-run, compliant and professional security companies in New Zealand that fulfil public expectations. However, there are too many low calibre operators who simply lower public perception through shabby performance.

What do you do in your spare time?

I serve on the ETITO board and chair the board of New Zealand Rugby League, which rounds out my working life. Family time is pretty important obviously. I enjoy endurance triathlon and am currently training for the Ironman in March 2011. Occasionally I get time to indulge in fly-fishing up the Taupo rivers, but all too infrequently!

One on one is a new feature in New Zealand Security Magazine. Please let us know who you would like us to feature next time by emailing the editor: craig@newzealandsecurity.co.nz



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Getting the basics right - keep them out

It is a nightmare scenario for a food retailer; a lapse somewhere in the supply chain leads to product recalls, damage to your brand followed by protracted litigation and lost sales.

That's why large food processors and retailers have supply chain risk assessment and mitigation programs in place, not only for themselves but also for their supply chain partners.

Security is an important part of these plans; and access to food during processing or storage must be limited to properly authorised personnel – and that starts with control of access to the whole site.

For food processor and distributor Cerebos Gregg's Ltd this is an important issue not only for their own products but because they roast coffee for one of the USA based fast food chains who are liable to conduct audits of supply chain partners.



*Andrew King, Cerebos Gregg's
Site Services and Project Manager*



The supplier recently beefed up security at their East Tamaki plant, contracting perimeter security company Leaweld Manufacturing Ltd to install a secure cantilever vehicle gate and pedestrian turnstile at the site entrance.

Andrew King is the site services manager and became the Cerebos Gregg's project manager for the job.

He explains that because of the sheer number of vehicle movements, traffic has to flow in an entrance gate, across the site and exit through a gate where a security guard is stationed.

He says they check and inspect vehicles as they exit, but control needed to be tighter at the entrance.

"Security is only as good as the weakest link," he notes.

King selected a Leaweld cantilever gate and turnstile because of the simple

robust design that offers reliability and is low maintenance. This reduces costs and extends the life of the units.

"I looked at a number of different products," he says, adding that the standard industrial motor driving the system offers a big advantage over proprietary systems that require special servicing and proprietary parts.

He prefers the cantilever design over the alternatives.

"I don't like the gates where all the workings are in a channel in the bottom; if something goes wrong with it you can't get at it."

He says this makes the cantilever design more robust and reliable in a situation where the gate mechanism must be able to operate continuously for long periods to service the 200 staff and up to 300 vehicle movements in a single day. A breakdown would be disruptive.

"We can't afford to have the gate closed and locked off," says King.

Founder and Managing Director of Leaweld Manufacturing, Steve Evans, says a 100% duty cycle – meaning the gate can operate continuously 100% of the time – is a critical feature that distinguishes Leaweld gates from other gates.

"It means you can go all day without the coils burning out," he says.

Thanks to an adjustable speed the gate can also open and close quickly, avoiding frustrating delays.

Evans says Leaweld specialises in perimeter security products, both manufactured by Leaweld in New Zealand and imported from overseas.

"We have regular clients, and people are looking for a total turnkey solution. Leaweld is supermarket of perimeter security, but the unique thing is that we actually install the products."

"We take the worry out of it, there's just one contact and no dramas juggling schedules with different suppliers and contractors."

According to Evans the type of Leaweld cantilever gate installed by Leaweld at Cerebos Gregg's has been tested and proven.

"We've been working on improving and refining this design for five or six years now. Engineers that see straight away what a simple design it is in comparison to how cantilever gates have been made in the past," says Evans, himself an Engineer.

"Simple means reliable – there's only three moving parts."

"It has been tested and risk assessed by independent specialists so it will meet the toughest corporate safety standards. The



Steve Evans, Founder and Managing Director of Leaweld Manufacturing discusses installation

reason is that there have just been too many people killed with gates.

"They can fall over and land on people, last year to our knowledge there was five people hurt or killed by substandard gates.

You have got to have safety stops because if a gate goes straight through it is free to fall. We put specialised mechanical stops in there so it can't do that.

We are really happy to see our product put in front of an engineer, because an engineer will see there is very little to go wrong, and the value that this brings over

the life of the product," says Evans.

Foot traffic at the site is controlled by another Leaweld manufactured product, the security pedestrian turnstile.

The whole system is monitored and controlled remotely by the site security staff.

"The system has cameras and readers, regular users have a card while for one-off visitors there is an intercom that goes through the phone system to the guard based at the exit. He will see and verify who it is from the camera and release the gate just using his telephone."



Protecting Biometric Data: Privacy By Design

Presented at the 2010 Biometrics Institute of New Zealand Conference
by Privacy Commissioner, Marie Shroff

Good morning and thank you very much for the opportunity to speak to you today.

I remember that the last time I addressed this conference was one of my first speaking engagements in my then-new role of Privacy Commissioner, back in October 2004. Five and a half years has passed quickly, and I'm aware that you have been dealing with many developments in the biometrics field over this period. There have also been changes in the way that biometric technology is viewed by the general public.

I think possibly the most significant change is the increased visibility and general use of biometric technologies. In certain every-day contexts, such as in airports, people know that biometrics could well be part of the immigration and security processes. Some of you

will have been involved in the roll-out of the new New Zealand passports containing a biometric chip, and the recent installation of 'SmartGate' in our airports. I have used the SmartGate system during recent trips to Australia, and mostly found it convenient and easy to use.

But there has been an increase in public awareness of the potential privacy implications associated with the use of some of these technologies, provoked in no small part by the imagination of Hollywood. As a result of the increased interaction between biometric technology and the public, The Biometrics Institute developed a Privacy Code for institute members in 2006, which has recently been reviewed. I acknowledge the proactive approach you have taken towards encouraging consideration of privacy issues within your industry.

One of the functions of my role as Privacy Commissioner is to promote an understanding of good information handling and to encourage agencies to follow best privacy practice. In general I much prefer and believe in a "carrot rather than stick," approach.

'Privacy' is a subjective notion, and can mean different things to different people; but it is often expressed as "the right to be left alone" or "the right to control one's personal information." This subjectivity means it is difficult to draw specific limits around what is privacy intrusive. It depends very much on the circumstances at the time. I was recently travelling in America and Canada and was required to undergo full fingerprinting and iris scanning as I passed through immigration. Being from New Zealand, this wasn't something I was used to, but I was aware it would happen and it was within my comfort zone. However, when I was queuing to go up the Toronto Tower, I was required to go through an air gate that sucked the air from around me to test it for potential explosives. The people before me seemed comfortable with the procedure, but this was unfamiliar for me. I really didn't enjoy the experience at all.

Regardless of a person's own comfort zone, privacy is not an absolute right; it must be balanced against competing interests such as national security or personal safety. In New Zealand, this balancing exercise is facilitated by the Privacy Act 1993, the core of which is a series of twelve information privacy principles covering collection, access to, correction, storage and disclosure of personal information.

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Privacy Commissioner, Marie Shroff

Biometric information is personal information.

At this point I would like to emphasise that technologies, including biometric technologies are neutral; the mere fact that biometric technologies work by collecting and using biological information does not make them “anti-privacy” and therefore on my hit list.

But, because they collect and use personal information, they are of interest to my office, and thought needs to be applied to how they are designed and used.

This need does not impact adversely on the effectiveness of the technology. It is quite possible to develop and implement technology which incorporates good information-handling strategies. In New Zealand we would call this a win-win solution, where both the need for efficiencies created by new technologies and the protection of personal information can be satisfied.

Now, I am not a technical expert, and I am not in a position to recommend specific technologies to you. What I am interested in is the principles that go into the development of the technology; and how, from its earliest moment of conception, it collects and uses personal biometric information in the most privacy-protective way possible.

So, I want to talk to you about Privacy By Design.

This is not a new concept; it was Ontario Information and Privacy Commissioner Dr Ann Cavoukian who first coined the phrase “Privacy by Design” back in the 1990s.

“Privacy by Design” talks about privacy as the first thought; not as an afterthought.

Why is this? It is more difficult, more costly and far less effective to try to retrofit privacy onto a system or policy. It is also more difficult to get people to change the way they do things - far better to make privacy the default from the outset. It is far harder to recover from a privacy disaster - such as a major data breach - than it is to prevent it happening.

Achieving Privacy By Design

Biometrics is an evolving field. What is possible today could be obsolete in a very short period of time. I read not too long ago that researchers in Germany and the UK are making inroads into brain-reading technology - actually being able to read a person's intentions before they act by scanning their brain. Unsurprisingly, comparisons are being made between this and the Steven Spielberg film “Minority Report”, where



There have been changes in the way that biometric technology is viewed by the general public

potential murderers are arrested before they commit the act on the basis of an incriminating brain scan. I am not suggesting that this is the likely future of law and order, but it is enough to have motivated scientists in this field to call for an ethical debate into the development of this technology before it has gone so far we are overwhelmed by the implications.

But the movie does illustrate an important point: trust. The public has to have trust in their governments, businesses and other institutions so that our society keeps functioning well. Modern life requires the citizens of most countries to part with personal and identity information to travel, obtain healthcare, or open a bank account. According to a survey conducted by Unisys in October last year, 60 percent of people in New Zealand are willing to use biometrics which includes fingerprinting and eye scans, to prove their identity. In America, more than 70 percent of survey respondents will trust banks and government agencies to ask them for biometric data for identity verification.

To maintain customer confidence, and to remain the customer's choice, it is important to protect this information. Good privacy practices are good business.

This is exactly what Privacy by Design advocates. Considering and assessing the privacy implications of a technology or practice before it is deployed, and building safeguards in to the system itself. Privacy, therefore, becomes an essential component of the solution being delivered: it anticipates and prevents privacy invasive events before they can happen. This in turn helps maximise the take-up of the technology by ensuring that people trust that their information is being properly managed. So you're more likely to achieve your project objectives and the return on investment can be maximised. This is the win/win factor.

So what, exactly, do you as technology developers, and as agencies and institutions implementing biometric systems need to consider, from a privacy perspective, when designing and using biometric technologies? How do you build it in, rather than bolting it on?

I thought it would be most useful if I could develop a short mnemonic which would assist you to remember the most important points.

So the mnemonic I have come up with is PADLOCK. Let me run you through it:

The P in Padlock stands for purpose

Both developer and client need to start with a clear idea about what has to be achieved, so consideration can be given to whether Biometric technology is the right solution to achieve this outcome. If it is, knowing exactly what you are going to use the biometric system for enables you to develop the most suitable and privacy-appropriate design.

The methods you use to collect, store or analyse biometric data should be a proportional solution your problem. This will raise questions such as: should the collection be optional or mandatory? Proportionality and purpose also extend to the nature of the people who will be participating. A primary school in Hong Kong was ordered to stop using fingerprint matching to register school attendance, lunch provision and access to library services by the Privacy Commissioner in Hong Kong, who said that this basic record-keeping function could be achieved by less privacy-intrusive methods, and that these young students were not yet sufficiently mature enough to appreciate the permanence and nature of the information they were giving away.

There is always pressure in tough economic times to do more with less, and there is a great temptation to access and use stored information for a new or additional purposes. If you find yourself in this situation, I would advise you to resist the temptation to go ahead without first getting sound legal advice, as you could potentially breach the privacy principles.

The A in Padlock is for accuracy

Contrary to public belief, you and I are aware that no biometric system can ever be 100 percent accurate in recording or matching the right biometric template with the right sample. Obviously you need to give careful consideration to the accuracy of the particular system you are implementing. This will be influenced by many things, including the number of people who are going to use the system, and the consequences of a false rejection or a false acceptance. For example, with entry to a secure building, where there are also security guards on the door who are able to visually check and process entering staff, it may be more important



I thought it would be most useful if I could develop a short mnemonic which would assist you to remember the most important points. So the mnemonic I have come up with is PADLOCK

to have a low false acceptance rate than a low rejection rate, as security guards may be able to process the people whom the system fails to recognise.

Of course as you scale your system up to potentially thousands or millions of people, even small error rates will cause an increasing number of people to be incorrectly rejected or accepted by the system, meaning you may not achieve your original purpose; or you may have that 'privacy disaster' I mentioned earlier which damages your credibility and therefore your effectiveness.

Sometimes the personal element can be overlooked here. The privacy principles require you to allow individuals to access any personal information you have about them and allow them the chance to correct it if they think it is wrong. This can be tricky when it comes to biometrics, because a stored template is unlikely to mean anything to an individual. But, if a person has been incorrectly matched or rejected they may request that any record of that match be corrected.

The D in Padlock is for Data Minimisation

The more data that is collected from an individual, the higher the risk that person's identity information could be compromised. The very element of biometrics which makes them so popular for accurate identification, also poses problems to the person if they are compromised. There is no changing your fingerprints or your iris pattern. The more data held, the more that is at risk of theft, so only collect or keep information that is essential to achieve your purpose.

And while I know biometric technology has advanced to the point of including all sorts of safeguards against fraud, there will always be the brazen criminal who can thwart the system using a packet of gummy bears and a MacGyver mentality.

The L in Padlock is for lifecycle

It is important to think about everything you do with personal information - from collection through to the use of the information, to its safe and

complete destruction. This is called the information lifecycle, and at every stage there are choices you can make about how you handle information, and opportunities to be more careful with people's data.

The best time to make these choices is when you are designing your system. A Privacy Impact Assessment is a useful tool to help you to work through the lifecycle of information and identify the choices that you have. It will also get you thinking about why you've got the information and how long you need to keep it to achieve its purpose.

Ideally, developer and client should jointly prepare the PIA as part of the briefing part of implementing a new biometric system, so that all bases are covered.

Lifecycle is an often undervalued concept in information system design. Yet while it may appear complex, if it is accurately mapped at the beginning, you will have the basic information you need to effectively manage your information.

Think about even the simplest information system, such as names and phone numbers collected for a school raffle. Personal information is given to the organiser in exchange for the chance to win a prize. Even here, the information transitions through collection, use and eventual destruction. Raffle organisers can make good choices at each stage, such as designating responsibility for keeping sign up sheets secure, and making sure they are shredded at the close of the raffle.

There is some good guidance material around on mapping information lifecycles and developing PIAs which is on the OPC website (www.privacy.org.nz) and also on the Australian Privacy Commissioner's website. You also have an excellent resource list on the Biometrics Institute website.

The O in Padlock is for Ongoing Responsibility

As technology developers, you will have the need to discuss implementation and technology use with your clients. This is a great opportunity to encourage pro-privacy use of your technology, as this will ultimately aid your reputation as a safe and reliable consumer choice in the future. Some banks, for example, are already using this good privacy practice as a selling point and a market advantage.

The C in Padlock is for Control

Maintenance of control over the information being collected is vitally important.

Security of data overlaps with privacy here and you can use that to advantage inside many organisations which may be more focussed on security rather than privacy.

In some cases biometric data collected will form part of a centralised data base. These large central databases, accessible over networks in real time, present significant operational and security concerns, and are a target for hackers and for inside abuse.

When transmitting data, encrypt it. Never leave data vulnerable. On the other hand, do not suppose that data repositories are ever totally safe from hackers.

Take, for example, recently released ID cards for foreign nationals working or studying in Britain, part of the National Identity Scheme. Embedded inside is a microchip containing information such as name, date of birth, physical characteristics and fingerprints; as well as information relating to immigration status and eligibility for State benefits. The Government confidently asserted that the identity cards were "unforgeable".

However, a certain British newspaper acquired the services of a hacker to attempt to create a clone of the card, and

programme it with false data. He achieved this in 12 minutes, using a basic Nokia mobile phone.

The K in Padlock is for Knowledge

The person from whom you are collecting any personal information should be aware that the data has been collected, and also for what purpose. This is not only a requirement of the Privacy Act, but can also improve the public's trust and confidence as they are more likely to use your system if they understand what is going on and how it affects them. It also means that they can choose to use another method if they want to; for example SmartGate is an optional system for new New Zealand passport holders to use. Travellers also have the option of queuing up to pass through immigration by presenting their passport to an officer.

Conclusion

Last time I addressed you I hinted that this may be an industry which sees some specific privacy regulation in the future. Regulation, such as a code, is something I can impose for a specific activity if it becomes necessary. So it's never off the table. But I prefer to see industries take responsibility for the privacy implications of their activities, and self regulate. You know best how biometric technology and its applications are developing, and are well placed to deduce what the impacts on privacy are likely to be.

You have made a good start implementing a voluntary privacy code. However, I urge you to continue to be proactive. If you consistently follow the principles I have outlined today, further regulation may not be needed. It really is up to you.

Biometrics is a changing field, but integrating basic privacy concepts at its core will ensure that future innovations are effective, efficient, and respectful of the people from whom biometric data is collected. Build it in, don't bolt it on. I would also draw to your attention that the Law Commission is currently undertaking a review of the Privacy Act, and its technology chapter discusses biometrics. You have an opportunity to make submissions on the content of this chapter, as well as any other matter in the review. I urge you to have your say about the intersection of privacy and biometrics. You can find the discussion documents on the Law Commission website www.lawcom.govt.nz.

Finally, I wish you a productive and stimulating conference, and encourage you to keep these principles in mind as you move through today's programme.

In the August edition we reported and published certain comments, as part of an article, on page 6, 2nd column 1st paragraph.

This read:

"From the police station it [Newmarket Guard Services Ltd] operates the Newmarket CCTV system as a public/ private partnership with the police."

What we should have published is:

They [Newmarket Guard Services Ltd] work as the Man Power provider, in conjunction with Advanced Security Group Ltd whom own and operate the CCTV camera network from the Newmarket Police station. This is a very successful Public Private partnership between The Newmarket Business Association (whom fund the project) Newmarket Guard Services, Advanced Security and the NZ Police.

New Zealand Security Magazine apologises to Advance Security for this omission.

Security industry in transition

By Keith Newman

New training opportunities, codes of practice, changes in legislation and the introduction of leading edge communications technology are forcing the New Zealand security industry to lift its game.

New Zealand Security Association Chief Executive Greg Watts believes the industry is heading into a period of transition and consolidation as it gears up for the Rugby World Cup and the opportunities that lie beyond it.

Watts says the certification of security guards, changing customer requirements and advances in technology will drive the industry into new levels of professionalism and “help sort the men from the boys”.

Currently there are around 1400 companies involved in the security industry in New Zealand, including one man bands, SMEs and larger firms with over 100 employees. In its broad definition this embraces everyone from security equipment installers to private eyes, security guards and consultants, most are small businesses with around 140 more ‘sizeable security companies’ picking up the bulk of work.



New Zealand Security Industry Association Chief Executive Greg Watts

While there will be some organic growth and development within the industry, particularly among companies that are investing in their people, he says there's also plenty of room for growth through acquisitions, mergers and diversification.

Watts, who's had senior global roles with Network Associates and RSA Security and took on the role of NZSA Chief Executive in Feb 2010, says many local companies clearly have their act together while others don't.

Better marketing needed

“There's a growing demand for professionalism, and over the next two years I think we'll see companies doing

a better job of marketing themselves, communicating their products and services and being a lot more open than they are today.”

Currently there are around 1400 companies involved in the security industry in New Zealand, including one man bands, SMEs and larger firms with over 100 employees. In its broad definition this embraces everyone from security equipment installers to private investigators, security guards and consultants, most are small businesses with around 140 more ‘sizeable security companies’ picking up the bulk of work.

Watts sees the Rugby World Cup as a chance for New Zealand's security companies to position themselves as

Rapid communications, enabled through 3G cellular networks and devices, digital CCTV products that deliver higher quality pictures to more easily identify individuals, along with real time monitoring and the use of sensors around perimeters will make the industry more responsive and help identify risks more quickly

respectable providers of high quality service. "It's a great opportunity to be recognised as a provider of security at any of the venues or functions. Those companies who see it as a short term thing rather than an opportunity to upskill their people and change the way they do business will miss out."

In the long term, he says New Zealand will be hosting more sporting events, functions and concerts and the demand for quality security services will only increase. "This is a chance to prove yourself. Those who ensure their staff are trained and have new skills will benefit well beyond the Rugby World Cup."

And while the industry has been entrenched in older analogue technologies, he says that will change as customers look to source newer digital products that will inevitably play a greater role in protecting property and managing perimeters.

Redefine your role

These changes will result in certain products and services disappearing or becoming standard features as certain kinds of crime become more prominent, but Watts says that's no reason for security firms to pack up shop. "Look at the trends and emerging technologies and redefine your market position."

He says rapid communications, enabled through 3G cellular networks and devices, digital CCTV products that deliver higher quality pictures to more easily identify individuals, along with real time monitoring and the use of wireless sensors around perimeters to name but a few, will make the industry more responsive and help identify risks more quickly.

"Those who see what's happening within the wider industry and market and who are investing and planning for long term growth, are likely to do very well over the next few years."

However, he says, security companies that don't keep up with training and technology could find themselves falling by the wayside. In particular many involved in the 'man guarding' side of the industry haven't been keeping an eye on changes in technology "as often as they should, and may suffer as a result."

He says this is an area that will be critical as clients recognise the importance of having professional people on the ground. "The quality of people in those roles will change as it moves from being considered a transient industry where people come and go, into full time career opportunities."

Upskilling opportunities

Watts says there a growing number of opportunities to develop long term careers in the security industry in a more professional environment. "We welcome the improvements in qualifications and standards, NZQA and accredited in-house training, including technology courses, which help with the perceived value of the security industry."

Watts says there's plenty of room for diversification, for example installers of car alarms might diversify into breathalyzers / immobilizers and mobile hand free, GPS and other car automation technologies."

He says security firms who are up to speed with technology and know the products that are coming to the market are in a good position to win tenders when clients who have been reluctant to replace older technology, are ready to upgrade.

And NZSA itself needs to keep abreast of changes and is working to improve communication with its members through its website (www.security.org.nz) and the services and information it offers, including legislative changes and opportunities to use newer technologies.

"We're trying to raise the bar with updated codes of practice, training and auditing and by mentoring security companies who are looking to improve their quality of service or evolve."

NZSA is also a lobby group and has had considerable input into the Private Security Personnel and Private Investigators Bill recently before Parliament and the training involved around that. It has been a major task that has proved to be well worth the effort now that piece of legislation has been passed into law.

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NZIPI Update

Professional Investigators around the country are applauding the government for the brave stance they took in removing the old Section 52 of our Act. At last we have a government that is willing to acknowledge the great work we do in helping fight crime.

The opposition tried to scaremonger with claims that we are looking to have



Ron McQuilter, Chairman NZIPI

more powers than Police, who require a search warrant to record conversation, etc. What they did not say, deliberately or otherwise was that they were not comparing apples with apples and they were actually talking about Police bugging operations, which is illegal for anyone to do without a warrant.

Private investigators only ever wanted to be treated like everyone else in the world. Yes, only in New Zealand, were there a group of professionals who were victimised because they needed a licence to operate. When the Act is passed, private investigators will have no more power than every other member of society and it has taken 36 years to achieve.

NZIPI wish to thank Glenda Hughes for her assistance in our submission to the Select Committee and NZSA for their help and support throughout. This really was a team effort.

The NZIPI AGM is on 8 October and the new committee has another important task ahead, this time in the impending changes to our ability to establish the registered keeper of a motor vehicle, a task that is very important when

performing insurance investigations, commercial investigations and frauds.

While we understand the need to tighten up on access to information, it must be borne in mind that in New Zealand, professional investigators are instructed by many entities, government and private to investigate crimes that elsewhere in the world might be handled solely by the authorities. Combine this with the lack of corruption and the credibility of our profession and we believe there is a good case to allow professional investigators to be able to retain this ability.

The outlook for our profession is good, NZIPI continues to be the voice of the professional investigation industry and our working relationship with other industry organisations and the Police has arguably never been better.

Membership of NZIPI is growing and many clients are now looking for industry commitment from the investigators they wish to use, people who are willing to work to a code of ethics and be proud of their profession.

For more information on the NZIPI and its code of ethics please visit www.nzipi.org.nz

The Importance of choosing the correct support person

I was asked to interview a woman who had claimed for property, stolen from her car, including the usual bag of loot containing jewellery, cash, expensive glasses, Ipad and laptop. I am sure you get the drift. She was proving difficult, had already complained about the first investigator instructed and was threatening to take her case to the highest court in the land "Fair Go".

When politely contacted to arrange an interview she sounded off, claiming her integrity was being questioned and refused to be interviewed at home,

instead insisting the interview takes place at her brokers office. I duly attend and was met by the broker then introduced to the insured. She took great pleasure in saying she had brought along a support person with her, her father. She said that being an ex-cop her father knew all our tricks and would not stand for any nonsense. He seemed a decent chap actually, more than could be said for his off-spring.

An hour into the interview, it was time to put the myriad of concerns and the many contradictions to her.

The first few issues set her off then she

turned to her support person for help. Her father who had just sat there throughout, turned to his daughter and said that he was sick of listening to the rubbish and lies she had been saying, she could never have afforded the stuff she was claiming and indeed he did know all the tricks, but it was her who was trying it on.

A full admission was then made, the interview ended and we all went to the nearby coffee shop for lunch.

True Story folks, there's nothing queerer than families.

Alistair Hogg to chair both NZSA and ASIS

Without question, the opportunity to lead both the New Zealand Security Association and the New Zealand Chapter of ASIS during this pivotal period of transition for the security industry, carries with it great responsibility and tremendous expectation.

As the two leading security organisations with in New Zealand, representing the full spectrum of security community stakeholders, the NZSA and ASIS NZ inc together offer a range of combined talents within their respective memberships, which are well placed to respond to both the challenges and opportunities offered by the passing of the Private Security Personnel and Private Investigators Bill.

By electing a single representative to chair both quite different but complementary organisations, there is a clear message of trust, confidence, and expectation, together with I think an understanding that the challenges and opportunities ahead require a maturity within our industry and a cooperative approach to effecting positive change.

Certainly the industry has been calling for many years for a review of our

aged legislation and it has been slow in coming, however the recent passing of the Bill after years of effort on the part of a great many people and organisations evidences that competent, passionate, and well organised people can indeed effect positive change, most particularly once they understand the processes and politics involved, and move away from personality or agenda based representations.

It is pleasing too, for other sectors of our industry to have achieved successful outcomes in relation to the new legislation, most notably in relation to Section 52 and in regards to the Private Investigators and I think also then, that we need to consider our approach more broadly when considering what the New Zealand security community is, and how it is represented.

The challenge then, is that after pushing hard for this new legislation, expanding the range of taskings covered, and with the requirements for mandatory training, the industry must respond and demonstrate that it is indeed mature, responsible and willing to lead.

There is now, more than ever, a need to organise and mobilise to meet these challenges successfully, and this can be no better achieved than by utilising the collective talent contained within our memberships to share ideas and develop strategies for guaranteed success in response to the time ahead.

A word of caution however, in that whilst there is clearly a need to consult, discuss, and exchange ideas, there comes a time where talk must evolve into decisions, and decisions must develop into action and action must result in success.

The New Zealand security community is indeed mature, and it is comprised largely of professional, passionate and innovative people, and I take heart in



Alistair J Hogg, CPP, MSc

Alistair Hogg has been actively involved within the New Zealand Security Industry since 1987, in a variety of roles and across a broad range of activities with a strong background in electronic security, close protection and manned services.

Alistair is currently Chairman of both the New Zealand Security Association and the New Zealand Chapter of ASIS International.

An advocate of industry training in general, Alistair holds both the CPP designation from ASIS International and a Master's Degree in Security and Risk Management from the University of Leister, U.K.

Alistair is a director of Dunedin based company, Aotea Security Ltd.

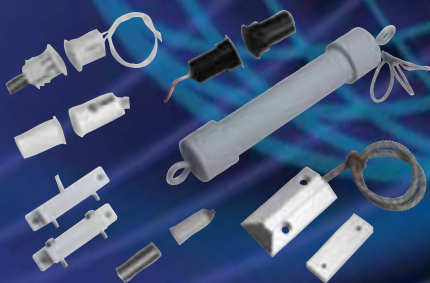
Email: alistairh@aotea-southern.co.nz

ASIS Events for October 2010

The ASIS International 56th Annual Seminar and Exhibits will be held on 12-15 October 2010 in Dallas, Texas.

The ASIS Singapore Chapter Conference and Exhibition will be held on 21-22 October at Hall C, Marina Bay Sands, Singapore. Registration for ASIS Members is SGD300; non-Members SGD790. The exhibition, SAE 2010, is a free admission trade show. You may register now at <http://www.sae2010.com/registrationvisitor-registration/visitor-registration/>

knowing that the greater part of our industry will rise to meet the challenge and make the most of the opportunities presented. With regard to both the New Zealand Security Association and ASIS NZ inc, both organisations are well placed to assist across the entire process and to demonstrate true leadership to their membership and to the New Zealand public overall.



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LOCKWOOD
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The New Pacom EVO Series Cameras Have Arrived.

The series comprises of full-bodied cameras, dome cameras and infrared vandal proof domes. All these cameras feature high quality resolution of 540 TV Lines with a 1/3" Sony Super HAD CCD image sensor.



The Pacom EVO-540 (S74391) camera is a High Resolution camera that provides sharp image quality utilising a high-tech Digital Signal Process combined with the 1/3" Sony Super HAD CCD Image Sensor.

The Pacom EVO-540DN is a High Resolution camera that provides excellent picture quality in both Day and Night operation utilising a high tech Digital Signal Process combined with the 1/3" Sony Super HAD CCD.

The Pacom EVO dome cameras provide sharp high-resolution images with excellent colour reproduction and incredible noise reduction. These day/night dome cameras also have 3-Axis capabilities for added installation flexibility..

The Pacom EVO IR Dome cameras come with in built IR LED's providing sharp high-resolution images during day and night operation. This is achieved by combining the image conversion from Colour to B&W and the precise operation of the removable day night IR cut filter.

The Pacom EVO is now available from your nearest Hillsec branch.



PENROSE, AUCKLAND

Unit 1/ 30 Greenpark Road, Penrose

Ph:(09) 525 8007 • Fax: (09) 525 8009

Pacom H.264 DVR's



Hills Electronic Security is excited to introduce the latest Pacom DVRs - the PDRH-8-RT and the PDRH-16-RT H.264 standalone DVR's, which utilises the all-new ClearView ISP1000 multi function chipset, designed specifically for Pacom DVR's.

These digital recorders provide real time recording at CIF and have 4 CIF recording capabilities, offering high performance features that make them ideal for advanced digital surveillance applications.

The ClearView ISP1000 has a number of features specific to the security industry, such as integration of multiplexer, multi channel audio codec, multi-resolution compression, motion detection, blind detection, de-blocking filters, to name a few.

The PDRH-8-RT (S76408) and the PDRH-16-RT (S76409) features include:

- Embedded Linux operating system
- H.264 Compression
- 8 or 16 Channel Looping inputs
- Recording and Playback rate - (Real-time @ CIF)
- Built-in DVD-RW
- Two-way audio communication
- Digital zoom (x4) in playback mode
- Multi channel data export with audio
- Remote monitoring, search, backup, setup, upgrade

The PDRH-8-RT and the PDRH-16-RT are now available from your nearest Hillsec branch.



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DX8100 Digital Video Recorder



The DX8100 Series digital video recorders (DVRs) bring to market a new and innovative hardware platform that is powered by unparalleled and unique highperformance software. The DX8100 is expandable to meet your future security requirements.

The DX8100 is interoperable with your existing DX8000 DVRs, allowing you to build upon your existing DX8000 security system. A DX8100 client can operate and administer DX8100 and DX8000 servers in the same network.

When you need to quickly and easily add more security cameras, the DX8100-EXP 16-channel expansion unit extends the 8- or 16-channel DX8100 to 24 or 32 channels. With or without the channel expansion unit, all of the cameras can now take advantage of the increased frame rate of 2CIF and 4CIF recording. The DX8100 records video up to 280 images per second (ips) at a maximum CIF image size.



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AutoView™

Drive Recorder with GPS



The ultimate car, van, truck black box recorder with built in Google maps

- ◆ Perfect for taxi safety or fleet security
- ◆ Ultra compact with dual front & rear cameras
- ◆ In vehicle camera has ir for night vision
- ◆ Auto event record
- ◆ Full reporting including mapping



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Email sales@digitallogistics.co.nz

Ultra Slim IR Dome Camera

use for home, shop, office, boat,
automotive surveillance



- ◆ Quality Sony CCD Camera with 3.6mm lens
- ◆ Uses Advanced Digital Signal Processing Technology
- ◆ High Resolution 540 TV Line Resolution
- ◆ 4 X IR LED's which will switch on automatically when light is lower than 1 Lux
- ◆ Night vision range under IR viewing is up to 10 Mtrs
- ◆ Attractive ultra slim/compact Design
- ◆ Full adjustable all directional camera angle
- ◆ Can be ceiling or wall mounted
- ◆ Supplied with Black and Beige cover to suit most applications without painting
- ◆ Supplied with BNC to RCA adapter for composite input applications



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The Ultimate Immediate Response 3G Camera

use for home, shop, office, boat
or off site surveillance



- ◆ Operates like a standard passive infrared detector
- ◆ Automatic Arm and Disarm
- ◆ Provides instant notification of an activation with live video and/or txt
- ◆ Instantly takes pictures of the activation stored on internal memory card
- ◆ Optional microphone and speaker for two way communication
- ◆ Arm/Disarm by remote control or txt
- ◆ Easy set-up by way of txt messages
- ◆ Up to four users can receive notifications



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Extreme CCTV™
SURVEILLANCE SYSTEMS
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Your Security Supply Partner

The latest Pacom PDR



The PDR-4LXH is the latest PDR from Hills Electronic Security and is accompanied with new features which allow record and playback speeds of up to 100ips @ CIF. The DVR comes with 4 CIF record capabilities that make it ideal for advanced digital surveillance applications requiring triplex functionality, such as real-time recording, real-time playback and monitoring with superb video quality. It comes with built-in Web-server and two-way audio when connected to the RASplus monitoring software. Recorded video can be exported via an Internal CD±RW Drive and also to external USB devices.

Features include:

- 4 Channel Loop-Through Video Connectors
- Playback and Recording rate: 100ips @ CIF
- 4CIF recording capabilities
- Embedded Linux Operating System
- Live or Recorded Video Access via Internet Explorer Web Browser
- Search on:- Date/Time, Record Table, Calendar, Event, Motion, Museum, Text-In
- New Case Design
- New Advanced GUI



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Dialock DT Lite

is an electronic identification and locking system for secure and simple access control solutions for your project.

Dialock DT Lite can be used to flexibly allocate and block access for your guests and staff in hotel office and residential applications. DT Lite is also easy to install or retrofit. The fact that identification is touch-less makes the system water-resistant and extremely low maintenance.



- Consists of an inside module / outside module
- Access integration
- TAG-IT ISO™ 15693 technology
- Fast opening process
- DND function (do not disturb) via thumbturn
- For door thicknesses 38-80 mm
- Alarm function

www.hafele.com
Freephone 0800 4 hafele

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Dialock Door Terminal DT400

Design

- Appealing and unobtrusive design, matches modern interior architecture.
- Six door handles and three different finishes are available: Matt and polished stainless steel and polished brass (other finishes on request).



Innovation

- The solution for the hotel room door or office only requires standard rosettes on the outside and the extremely flat reader behind the escutcheon.
- No other components except for the locking cylinder for emergency opening.
- The terminal electronics, the battery compartment and the DND module are accommodated in the internal fitting.
- The DT 400 is easy to operate.

www.hafele.com
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HAFELE
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Price	✓	✓
Installation	✓	✓
Power Req't	✓	✓++
Security		

iCLASS® is your
secure migration
solution.



HID Global offers a complete range of solutions for organizations migrating to high frequency smart card technology for increased levels of security.



Nearly identical to proximity in price, power requirements and installation footprint, HID's iCLASS® card- and reader-based technology migration solutions enhance your security while making it easy to add new applications or expand existing ones. Whether you are making the transition in a single building or across multiple facilities, the flexibility and convenience of iCLASS migration solutions enable you to cost-effectively upgrade your security to the power of smart cards.

For information on HID Global's innovative line of migration solutions, visit hidglobal.com/migration-NZSec