

**INDEPENDENT MONITORING SERVICES** (PTY) LTD

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Psira 1960490

## HOW DOES IT WORK?



**Surveillance systems installed at client**



**Remotely monitored by Verifier**



**Dispatch and crime prevention intervention**

Mike Voortman founded Independent Monitoring Services (Pty) Ltd which began trading as Verifier in 2009 in order to supply a service providing monitoring only – in order to fill a void in this segment of the security market. In mid 2010 he was joined by James Deary. Together they have grown Verifier into a significant provider of Management Assistance and Preventative Security services into the Retail, Property Management and Community Sectors.

### MANAGEMENT AND STAFF

Verifier is managed by three UCT graduates - Mike Voortman (B.Com-Information Systems) and James Deary (B.Com (Hons); B.Soc.Sci.) and Simon Becker (B.Soc.Sci) - who have significant previous business experience, including retail, the service industry, IT, security distribution and property development.

Verifier retains the services of dedicated IT, Operations, HR, Financial and Sales Managers all of whom are considered key in this hi-tech environment. Most important is Verifier's rapidly increasing pool of trained and PSIRA registered controllers and supervisors.

### STATUTORY REGISTRATION

Verifier is PSIRA registered and registered with relevant statutory bodies required in terms of current legislation. The current BEE status is EME.



## HOW VERIFIER OPERATES

Servicing clients nationally, Verifier is an **independent**, multi-platform, remote off-site CCTV monitoring service which primarily focuses on monitoring “triggered” events e.g. video analytics rule breaches, License Plate Recognition alerts, alarm activations and the like.

### Event Monitoring

Rather than laboriously watching streaming video, Verifier controllers monitor “events” live as they occur. Black screen monitoring allows for the most efficient use of a controller’s time and prevents the boredom associated with watching ongoing streaming video. With conventional outdated streaming video, after only 22 minutes of monitoring, a controller can miss up to 95% of events. This statistic is a key determinant as to why the **event monitoring** route was chosen.

The current method of connecting to a client’s on-site CCTV cameras is via the internet, 3G and wireless networking. On the triggered event being received by the Verifier control room, the dedicated controller responds and manages the occurrence according to a strict, pre-determined protocol.

### We don’t install

Unlike similar service providers, Verifier made a strategic decision **not to install** CCTV systems and chose instead to work with specialist installers. This business model allows clients to consider various different CCTV products and select those most suited to meet their specific needs and budgets.

Although the installation relationship, including payment, is a direct one between the client and the installer, Verifier keeps a “watching brief” over these installers. Verifier clients benefit in a number of ways, the most important being that they are not obliged to use any installer’s “favourite” system which may deliver his greatest profit.

We do our utmost to ensure that our clients are delivered a system that best suits their individual requirements and that allows Verifier to service best their offsite monitoring requirements.

### Independence allows Transparency

Being independent from installers, suppliers and armed response/guarding companies, Verifier reports only to the client – allowing a totally transparent relationship and effective reporting – no cover ups and no collusion. This enables Verifier to offer clients unbiased advice, further enhancing their security planning.

## VERIFIER SERVICE OFFERING

Initially set up to monitor for the community, in a very short space of time Verifier has grown a significant portfolio of commercial clients. Verifier clients include private residences, housing estates, factories, industrial parks, retail outlets, shopping centres and other commercial sites.

Verifier interacts with the relevant service provider/installer in each particular area and assists with monitoring/coordinating/notifications in relation to the clients’ systems maintenance.

### Security Services

Security services include event monitoring eg: openings/closings/cash-in-transit, 24/7 panic monitoring (hijack/hostage, robbery etc), front gate, “lock-down” and perimeter monitoring. Apart from notifying the predetermined response team (and depending on the site configuration), Verifier controllers can remotely, verbally challenge intruders, trigger alarms, open/close gates, switch on lights or deploy smoke bombs/cloaks or pepper spray – all aimed at preventing an escalation of incidents. Where possible Verifier receives a clients alarm signal as secondary.

### Management Solutions

Whilst Verifier’s focus will always remain on security solutions, we also offer clients various ancillary management solutions. These range from forensic work and shrinkage control – there are significant retail applications - through to marketing information and health and safety compliance monitoring. **PSIM** (Physical Security Information Management) escalation and management is also a growing niche.

### LPR Monitoring

During 2012 Verifier, in conjunction with an International software company, introduced a **License Plate Recognition (LPR)** service offering. This service offering is a very unique blend of software, cloud based computing and intellectual property. LPR detection has proved hugely successful (both for the community and commercial applications) and will continue its accelerated rollout.