



5 MISTAKES TO AVOID


when choosing a security system

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EPSILON
SECURITY

INTRODUCTION





Security systems have become a very important and integral part of both residential and commercial living.

According to the 2012/2013 crime statistics report* more than 50% of recorded offences are classified as burglary and theft.

It's not a surprise that buyers are willing to invest more in a safe and secure property and companies look for solutions to ensure their businesses are not being damaged or broken into.

Electronic security systems such as CCTV, access control and intercoms represent an easy and affordable way of achieving this but you need to make sure you don't make some common mistakes that reduce the efficacy of the system installed.

We have identified 5 recurring mistakes when it comes to choosing or managing a security system.

*Victoria Police – Crime statistics 2012/2013

COMMON MISTAKE #1



Ignoring your building security rating

Not all buildings and security systems are the same. Knowing the security level of your building is the starting point to understand how your property compares with others, identify key risks and design a customised solution that will maximise the results.

When it comes to security, the environment where the system operates is a fundamental variable that should be taken into consideration. Limiting the process to obtaining a quote and installing a new system is often not enough to address your security concerns.

Epsilon Security adopts an innovative rating system that can help you assess the current level of security in your building and compare it to the average value of the properties in your area.

The report will then enable you to identify key risks and implement a solution that not only will significantly improve your safety but will also increase the rating of the building and, as a consequence, the value of your property.

COMMON MISTAKE #2



Lacking clear security objectives and a strategy to achieve them

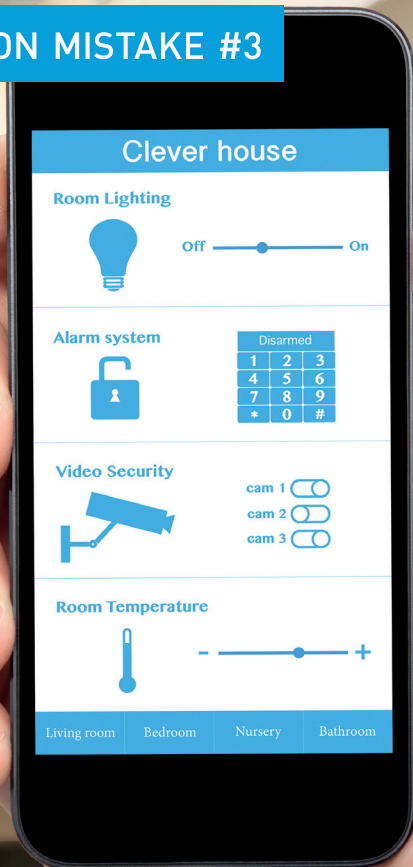
When multiple parties are involved in the decision making process it could be very difficult to find common ground and security works are continuously delayed, leaving the building exposed to threats.

Key risks and requirements should become part of a more comprehensive security plan that defines what objectives the security upgrade will help you achieve, what solutions can be adopted and an implementation roadmap.

The security plan can be used as a discussion paper with other stakeholders involved in the process and become the reference for any security related decisions whether they are immediate or in the future.

Epsilon Security can provide you with a roadmap that helps you explore different options and keep your security effective.

COMMON MISTAKE #3



Being confused by new technologies and technical jargon

Like many clients we work with, you might not have a technical background and have limited knowledge about available technologies and products in the market.

Security products evolve at such a fast pace that you would need to invest lot of time to keep current with latest technological developments.

We believe you don't need to spend hours trying to become an expert before buying a solution, however, we always recommend making informed decisions. This means understanding the general principles of how the systems work, the technologies used and what to expect from the operational point of view. You don't want to end up with products that become superseded shortly after the installation and for which spare parts may become an issue.

From e-books to workshops, Epsilon Security has a range of tools that help you evaluate products and systems before making a decision.

COMMON MISTAKE #4



Using wrong products and unreliable suppliers

The security market is growing faster than ever before and there are countless security providers.

Being cautious in your decision and looking at the long term value provided can save you a lot of money in the future as well as providing you with a more reliable system for the present.

The main reasons why security systems need to be replaced are the lack of service and the availability of spare parts. Our recommendation is to make sure that your supplier or installer has an established presence in the market and is known for providing good service other than being able to support the systems after the installation. You can easily find information about them on the internet, security magazines or simply by word of mouth.

Epsilon Security has been servicing the Australian market for more than 30 years and all our products come from reliable suppliers who always have spare parts or back-compatible products for their systems. All our installers carry a valid security license and comply with current security regulations.

COMMON MISTAKE #5



Underestimating the importance of a maintenance plan

New digital and IP (Internet Protocol) based systems offer features and performances far more advanced than old analogue systems. At the same time, like any electronic device, they require periodical inspections, cleaning and sometimes resetting. Not having a maintenance contract or plan in place might result in your system being less reliable than expected.

At Epsilon Security, we can provide you with a customised maintenance plan (MAP®) that includes three key documents that will help you keep your building safe and secure:

- a) a **Maintenance** program for each system so that downtime can be reduced or eliminated
- b) an **Asset** register to identify all the products installed and their position so that items can be easily located and replaced, and
- c) **Standard Procedures** to follow in case of security issues.

ABOUT US

If you are upgrading or evaluating a security install at your property you might want to use our free templates to streamline and manage the installation process more effectively. You can download them at: **www.epsilonsecurity.com.au**

If you have any concern about the security in your building we can also provide a Building Security Rating for your property.

The Building Security Rating is a unique and innovative methodology that certifies how secure your building is. It has been developed in collaboration with the University of Melbourne.

If you need more information please send us an email, call our office or visit us. We have branches in Melbourne, Sydney and Brisbane.

We'd love to hear from you!

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