



CAPPS approved Security Center and Security Center SaaS

Genetec

Service Definition Document



HM Government
G-Cloud

VERSION CONTROL

Date	Version	Changes
07/05/24	Rev 0	G-Cloud 14 Submission
19/1/25	Rev 1	G-Cloud 15 Submission

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1. Executive Summary

Reliance High-Tech is the leading independently owned provider of integrated security systems in the UK, with a heritage spanning nearly 40 years. We have extensive experience in designing, installing and maintaining systems to meet the needs of our clients, many of which require complex and highly integrated solutions. We can demonstrate a proven track record of programme management and service delivery, across large operationally demanding, single and multi-site estates within a diverse range of sectors and encompassing a prestigious client base including:



Central Government, CNI & Defence



DNO Power Distribution, Power Generation, Water, DNO Gas Distribution



Police & Prisons



Research, Governing Bodies, Large Trusts, Healthcare



Financial/FTSE, Bio/Pharma, Data/Comms, Transport & Logistics



Higher Education, Campus Environments, Universities

Reliance High-Tech pride ourselves on being industry leading partners to our customers. Our highly experienced staff work closely with our clients to truly understand their needs. Our designs are manufacturer agnostic, using best of breed equipment, tailored to solve our clients issues. Solutions are innovative in their approach, aiming to give our clients additional value through our extensive IT expertise as the lines between security, situational awareness, information management and data analysis become increasingly blurred.

Reliance High-Tech provide expertise in the following key areas:

Systems Integration

- Access Control
- Closed Circuit Television
- Perimeter Security
- Network
- Information Management & Situational Awareness

IT Capability

- In-house Expertise
- Fully Accredited – ISO27001 & Cyber Essentials Plus
- Support for all Security related IT Requirements
- High-availability Hosting and DR Solutions

Maintenance

- 24/7/365 Help Desk
- Nationwide Cover & LSP's in Europe
- Flexible & Tailored Plans
- Advance Call Handling and Tracking Software
- Web-based Service Report Module

Lone Worker Solutions

- ID Cards & Fobs with GPS and Audio
- Body Worn Cameras
- Slip/Trip/Fall and 'Man Down'
- Check-ins and Safety Timers
- Two-way Audio with Trained Operators

Monitoring Services

- Dedicated Monitoring Centre
- 24/7/365 Security & Surveillance
- Systems Monitoring and Remote Diagnostics
- Reliance Protect – Lone Worker Monitoring

With our highly technical teams of design, engineering and maintenance staff, coupled with the expertise of our in-house IT teams, Reliance High-Tech were early adopters of Cloud based solutions in the Security Industry. As such we feel we are ideally placed to deliver innovative, effective and robust Cloud Solutions to meet the needs of the G-Cloud 15 framework users.

2. Service Definition

This section describes the proposed solution and the benefits it will realise for G-Cloud 15 Framework users.

2.1 Overview

Reliance High-Tech offer a number of “Cloud CCTV as a Service” solutions backed by tried and tested systems software manufacturers. Reliance have extensive experience of designing, installing, maintaining and supporting these systems with multiple clients.

This Service Definition document provides details of Genetec’s Security Centre SaaS

Genetec's Security Center SaaS is a unified security platform that integrates various security systems, including video surveillance, access control, and automatic license plate recognition (ALPR), into a single interface. The platform is available in both a CAPPs approved on-premises and cloud-based version, offering flexibility to meet different deployment needs, and both versions can be federated into a single solution as a hybrid model.

On-Premises Version:

- The on-premises version of Security Center is installed within an organisation's own infrastructure, giving complete control and customisation over the security setup.
- It provides robust features for video management, access control, alarm monitoring, and other security functions.
- Organisations can expand the system as needed by adding more servers or modules.

Control Center SaaS Cloud Solution:

- Control Center SaaS is the cloud-based version of Genetec's Security Center, offering similar capabilities as the on-premises version but hosted in the cloud.
- This cloud solution offers scalability, accessibility, and reduced infrastructure overhead. Users can access the system from anywhere with an internet connection.
- Control Center SaaS also provides automatic updates and maintenance, ensuring users always have access to the latest features and security patches without manual intervention.

Federation between On-Premises and Cloud:

- Genetec's Security Center enables federation between on-premises and cloud instances, allowing organisations to combine the benefits of both deployment models.
- Federation facilitates centralised management and monitoring of security operations across distributed locations, regardless of whether they are using the on-premises or cloud version.
- Users can view and manage cameras, access control systems, and other security devices from a single interface, regardless of where they are hosted.
- This hybrid approach provides flexibility, scalability, and resilience, allowing organisations to tailor their security infrastructure to their specific requirements while ensuring seamless integration and interoperability between on-premises and cloud environments.

2.2 Infrastructure & Architecture



2.3 Technical Solution

The following section details the platform, its key components, functionality, features and benefits:

2.3.1 Unified Platform

Genetec Security Centre provides a unified platform for video surveillance, access control, automatic license plate recognition (ALPR), and other security systems. This integration allows for centralised management and monitoring of all security operations from a single interface.

2.3.2 Customisation

Security Centre offers extensive customisation options, allowing users to tailor the system to their specific security requirements. This includes configuring camera views, defining access control policies, and setting up event triggers and alarms.

2.3.3 Advanced Analytics

The platform includes advanced analytics capabilities, such as video analytics for real-time threat detection, people counting, and object tracking. These analytics tools provide valuable insights for improving security and operational efficiency.

2.3.4 Integrations

Genetec Security Centre offers seamless integrations with a wide range of third-party security systems and devices, including video cameras, access control panels, intrusion detection systems, intercoms, and analytics software. This interoperability enables organisations to leverage their existing security infrastructure while enhancing the capabilities of Security Centre. Through open APIs (Application Programming Interfaces) and SDKs (Software Development Kits), developers can easily integrate custom applications and extend the functionality of Security Centre to meet specific requirements. This flexibility in integrations allows organisations to create a unified and comprehensive security ecosystem tailored to their unique needs.

2.3.5 Cybersecurity

Genetec Security Centre places a strong emphasis on cybersecurity, incorporating robust measures to safeguard deployments against cyber threats. Encryption protocols are employed to secure data both in transit and at rest, ensuring that sensitive information remains inaccessible to unauthorised parties. Multi-factor authentication adds an extra layer of security by requiring additional verification beyond passwords, such as SMS codes or biometric factors. Additionally, Security Centre's role-based access control (RBAC) capabilities allow administrators to define granular permissions for different users,

ensuring that only authorised personnel have access to sensitive functionalities and data.

Regular security updates and patches are provided by Genetec to address known vulnerabilities and protect Security Centre installations from emerging threats. Users are encouraged to apply these updates promptly to maintain the security of their deployments. Security Centre also maintains detailed audit trails and logging capabilities, recording user actions and system events for forensic analysis and compliance purposes. This aids organisations in monitoring and investigating security incidents effectively. Moreover, Genetec offers guidance and best practices for cybersecurity, assisting users in configuring and operating Security Centre securely. These practices include recommendations for network segmentation, secure configuration settings, and regular security assessments. Overall, Genetec Security Centre's comprehensive cybersecurity measures ensure the confidentiality, integrity, and availability of security operations and data.

2.3.6 Scalability

Highly scalable, flexible, resilient, and cybersecure. New functionality and security updates are seamlessly delivered, with no system downtime, leading to a better, disruption-free experience.

Client apps	Choose from a web, mobile, or desktop app to get a unified view of your system from anywhere.
Managed appliances	Connect downstream devices to a variety of our cloud-managed appliances for a hybrid-cloud deployment. Updates are managed by Genetec so appliances will always be secured and up to date.
Direct-to-cloud devices	Connect cameras and door controllers directly to Security Center SaaS through cloud-native services and secure communication channels. Open architecture allows you to choose hardware that meets individual requirements today and in the future.
On-premises systems	Federate on-premises systems to a new Security Center SaaS deployment or deploy new cloud-connected sites and federate them back into your existing infrastructure.

2.4 Pricing Structure

Current guide pricing has been provided in the separate Pricing Schedule provided. However, please contact Reliance High-Tech to discuss your specific requirements and to obtain specific pricing.

3. About Reliance High-Tech



Reliance High-Tech is the leading independent security systems integrator serving the UK and Europe. We are trusted by world-leading organisations, operating in the most demanding security environments to protect people, assets and company reputations.

We offer customers support at all levels and our relationships are based on longevity and service excellence. We are trusted by customers to help them select the right

product, embrace important technology trends and ensure they are protected and prepared for the future. We work closely with security and IT teams to combat physical, environmental and cyber threats, successfully addressing the challenges of managing and maintaining disparate and legacy security systems. Additionally, we provide our clients both freedom of choice and peace of mind by delivering reliable and flexible, open protocol Life Safety Solutions.

Our approach is based on five core values – Customer Focus, Innovation, Continuous Improvement, Service Excellence and People. These values, coupled to an agnostic approach to security technology, help us design security systems that are right for our customers. We work in in close partnership with our customers, with integrity and understanding, striving to achieve excellence in everything we do. A relentless focus on service levels, quality, and health and safety is coupled to a flexibility in how we operate.

Our areas of expertise include, Risk Management, Design and Planning, Systems Integration, Software Solutions, Maintenance and Monitoring and Management.

Reliance High-Tech holds and is regularly benchmarked against the following industry standards:

NSI Gold Accreditation - Reliance High-Tech is a National Security Inspectorate (NSI) certificated company, which complies with the requirements of **ISO 9001:2015** for the installation and maintenance of Electronic Security Systems including CCTV, Access Control and Intruder Alarms.

SSAIB - Reliance High-Tech is also a SSAIB (Security Systems and Alarms Inspection Board) certificated company and has been assessed and accredited by the SSAIB for the installation and maintenance of CCTV, Access Control Systems and Intruder Systems.

NSI Health and Safety Gold Scheme – We are a National Security Inspectorate (NSI) certificated company, which complies with the requirements of **ISO 45001:2018** for the design, installation and maintenance of electronic security systems.



NSI EMS Gold Accreditation – We are a National Security Inspectorate (NSI) certificated company, which complies with the requirements of **ISO 14001:2015** for the installation and maintenance of Electronic Security Systems including CCTV, Access Control and Intruder Alarms.

ISO27001 – Reliance High-Tech has acquired the international best practice standard for an Information Security Management System (ISMS). This certification was acquired for our Remote Monitoring Centre for the protection of critical data and information pertaining to our customers' monitored security and lone worker systems. Our RMC is also a Cat II BS5979 and BS8418 accredited monitoring centre with a fully redundant DR facility.

ISO22301 - Reliance High-Tech is certified to ISO 22301:2019 in recognition of our business continuity management system. By achieving ISO 22301 certification Reliance High-Tech has demonstrated a holistic focus towards business continuity and high availability, as well as providing customer support and risk mitigation assurances across our services and products, enabling customers to enjoy the most up-to-date technology with the knowledge that they are in safe hands.

Cyber Essentials Plus - Reliance High Tech has achieved certification under the UK Government-backed Cyber Essentials security scheme.

Cyber Essentials sets the standard for cyber security, helping to protect UK organisations against attack by cyber criminals. The scheme spells out controls implementation guidance for cyber hygiene against which organisations can achieve certification. Cyber Essentials guidance covers: Boundary Firewalls and Internet Gateways, Secure Configuration, Access Control, Malware Protection and Patch Management.

Achilles Verify B2 – Reliance High-Tech has demonstrated its commitment to provide security solutions for CNI / Utility markets through the investment and acquisition of the highest level of Achilles certification, Verify B2. We have undergone a thorough assessment and audit of our Health & Safety, Environmental and Quality practices and procedures.

CHAS Principal Contractor - Reliance High-Tech's CHAS accreditation proves that our health and safety processes meet excellent standards. It demonstrates that as a business we make an effort to comply with the law and follow best practices and that you take your responsibilities seriously.

SafeContractor - Our SafeContractor accreditation is further evidence of external and independent verification of our internal health and safety policies and procedures.

Constructionline - Reliance High-Tech has been assessed and accredited by Constructionline. Our health and safety policy statement, our company and how we deal with health and safety and our specific health and safety arrangements have all been assessed and approved which gives reassurance to our customers that we will work to an acceptable standard.

In addition to our above accreditations, we are also a proactive member of the **British Security Industry Association (BSIA)** assisting in shaping the future of the UK Security Industry.

Reliance Protect – Lone Working and Body Worn Cameras

Since 2006, Reliance has been leading the field in developing and delivering lone worker safety solutions across a variety of sectors.

We work with some of the UK's biggest employers in sectors ranging from local authorities to retail, from logistics to charities, The reassurance of exceptional levels of service delivery day in day out are delivered through our people, our business processes and infrastructure, levels of accreditation, innovation and technology, and putting our customers at the heart of what we do.

We lead the way in terms of demonstrating our capabilities through accreditations. We hold specific industry standards accreditation that allows us to escalate to the Police Forces generating the highest level Level 1 response, where the situation warrants such a response. We also hold wider important standards accreditation covering information security management, cyber security and environmental management to minimise our environmental impact.

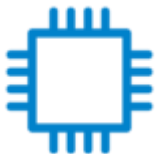
Our devices and apps are at the heart of our services. We continuously develop our devices and apps to ensure they deliver market leading performance, are intuitive and easy to use, and are robust enough to withstand the toughest of environments.

Our ID Ultra personal safety device was awarded the Best Use Of Technology accolade at the British Security Industry Association awards 2021



Designed For Tough Environments

Our ID Ultra is fully waterproof with an IP67 rating and the Pulse isn't far behind at IP65 water resistant.



Technology

Our next generation ID Ultra is the first device of its type to utilise WiFi technology to provide accurate location positions indoors (a limitation traditional GPS devices struggle with). It is also the first non-specialist device to offer an IP67 waterproof rating, rather than just being water resistant.



Red Alerts With 24/7 Alarm Monitoring Services

Users can generate Red Alert alarms which activate 2 way voice calls into our in-house Alarm Receiving Centre, allowing our skilled and experienced alarm handling operators to monitor the situation and escalate right through to the highest priority

Level 1 Police responses where required through our BS8484 accreditation.



Encourage Users To Think About The Risks

Users can also build our devices and apps into their day to day dynamic risk assessment processes. The Update function allows users to leave verbal message recordings detailing information such as location, nature of tasks to be performed,

and risks identified.



Falls & Impact Detection

Our range of devices and apps can detect falls and impacts and raise Red Alerts on behalf of the user.



Monitor Check In & Out – Peace Of Mind

Users can check in prior to performing tasks of heightened risk, or indeed check in at the start of the working day. Check in at regular intervals to confirm you are safe. Check out when the task is completed or you have finished for the day.

Failure to check out generates a Red Alert alarm and our alarm handling operators will contact you to check you are safe. This service can work even if the user goes out of mobile phone coverage.

Data provides levels of business intelligence that drives insights, efficiencies, added value, and more robust risk management. Focus has a powerful management information reporting tool covering all aspects of usage, alarms, status of contracts, and our service delivery. We can also push our data into your own business analytics tools for further insights when combined with data from your other risk management and safety systems.

Reliance Protect works transparently and to the highest of standards of service delivery, providing you with the assurance that the service we deliver is continuously monitored, measured and improved. From our alarm handling response times, to our customer service help desk, we deliver to the highest standards. This is backed up by the results from our extensive customer surveys we conduct.



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