BEWARE OF THE 'P' WORD !

The word 'proprietary' seems to incite fear in our industry. And perhaps rightfully so. Everyone seems to know someone who has had a bad experience and bears the scars of a proprietary incident. But more and more security suppliers are claiming that their system is 'open'. So have the days of proprietary systems gone?

The term proprietary has been diluted over the years and the meaning seems to be quite subjective. In simple terms, one could consider a proprietary system as something that doesn't play well with others and keeps a customer 'locked in'. But since there are very few security systems that don't 'talk' to something else and are not offered by more than one installer, it's probably more a case of not whether a system is proprietary or not, but more so how proprietary it is.

The security industry is still dominated by consolidations and acquisitions. This trend is driving the need for solutions to be open and product-agnostic such that the end user is not locked into a specific system or provider. There is a long list of manufacturers that will attest that they meet this criteria as they have many integrations supported by a long list of system integrators. But does this make it an 'open' system.

Ultimately the end user is best to decide on the acceptable level of openness. Interoperability and distribution are fundamental. But should other factors be taken into account like open standards? And should it be more about the quality and not quantity of integrations? Connecting multiple systems together can of course add value, particularly with the

automation, however is this offset by the need for ongoing administration, maintenance and training of the disparate systems? Would a more 'open' solution be one in which a deeper level of integration were possible that completely alleviated the need for extra administration and training?

Most security systems can be deemed 'open' at time of purchase. But, as we all know, products evolve and there is a need to provide regular updates to keep pace with technology and market demands. If a supplier ceases to provide updates to a specific integration, for example, many customers that had invested in this could essentially now be locked in. One could say that the system is no longer 'open' - it has become proprietary.

In addition to the immediate requirements, many customers now also take into account long term needs to avoid falling into the proprietary trap. Asking to see a supplier's future road-map is becoming the norm and is something that should be encouraged to demonstrate that there is a plan and commitment.

So, despite over-using the term 'open', this should not be about quantity. A system flaunting a mile-long list of integrations and an equally long list of installers does not make the system 'open'. Well at least that's what I think. Now don't get me started on 'interoperability'...

Enjoy the read.

All the best,
Andrew Minnikin

PACOM SPAIN OUTPERFORMS DESPITE THE CHALLENGING FINANCIAL MARKET

The Spanish market is still recovering from the financial crisis of 2008. However, despite the challenging economy, many of Spain's top companies in the finance and the utilities segment continue to invest in the PACOM technology to improve their security.

Over 100 site installations have just been completed for Banco Mare Nostrum (BMN). The rollout will continue for the next few years to secure all their offices, ATMs and buildings.

Another major bank in Spain, ING Bank, has chosen the PACOM solution for all their ATMs across Spain. PACOM has also been installed at 80 sites for Caixabank.

"We continue to put great effort into the banking sector in Spain. Our customers are very important to us and we dedicate a lot

of attention and work towards meeting their needs. We are truly grateful for their continued trust in our solutions."

Being given the opportunity to secure the operations of these prestigious banks confirms that our focus and efforts are being well invested", said Miguel Angel Garcia, Vice President of Business Development for PACOM South Europe.

Spain's number one energy group, IBERDROLA, has selected PACOM for their two facilities in Madrid and Valencia. PACOM's EMCS platform will be used to manage the system at their in-house Security Operations Center (SOC).

"It is an honor to be chosen to secure such an important customer. We are confident that our solution is perfectly suited for the needs of the IBERDROLA", continued Miguel Angel Garcia.

PACOM SECURES SUSTAINABILITY

PACOM has already been installed at Agbar facilities across ten of Spain's municipalities. The next step in the roll-out is to secure their new headquarters in Barcelona.

Sociedad General de Aguas de Barcelona, S.A. (Agbar) is a Spanish company dedicated to services, distribution or treatment of water. The group is present on almost all the continents such as North America, South America, Asia and Europe.

"The continued roll-out in Agbar signals how much trust the company put in our solutions and confirms that we keep on delivering the level of security that is required for these types of utilities." said Miguel Angel Garcia, Vice President of Business Development for PACOM South Europe.

"Our business revolves around a deep understanding of our customers' challenges and the value we can contribute aside from fulfilling their security requirements. In Agbar's case, we are not only securing actual utilities, but also one of our society's most important and valuable resources – the supply of water. With terrorism being a global threat, we find it important to contribute to the work that will generate safer cities.

"By providing Agbar with the level of security they require, we are also hoping to contribute to their continuous work towards a sustainable environment through the management of water efficiency," Miguel continues.

UNISON TAKES OFF IN ASIA

PACOM Unison continues to show its global adaptability after securing a major airport and a number of key data centers in the Asian region.

According to market research reports, Asia Pacific is expected to surpass North America in growth this year, owing to strong demand for physical security solutions in China, India, and Japan.

"The industry growth is one of the drivers behind our increased focus and presence in the Asia region.
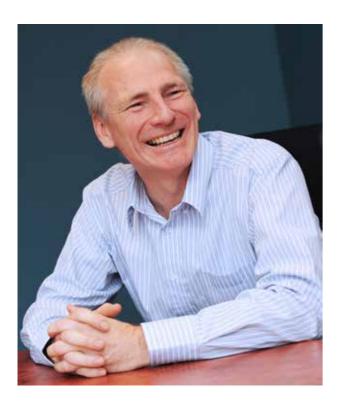
Another is the perfect match between our open, integrated security management platform Unison and the constantly increasing demand for innovative security solutions in the region." said Giri Ramamoorthy, PACOM Business Development Director in the Asia region.

Giri Ramamoorthy, PACOM Business Development Director Asia

"Unison being chosen as one of the market leading solutions in Asia is a huge step for PACOM, and a proof of the global adaptability of our integrated security management platform"

STEVE BARTON NAMED MANAGING DIRECTOR AND CTO

Steve began his career with PACOM in 1986 and has been instrumental in growing PACOM to be a global leader in security hardware and software.

Most recently, Steve served on an expat assignment in Indianapolis where he helped drive synergies with PACOM and other STANLEY product lines.

"The PACOM business continues to outperform, with a strong brand and aggressive roadmap for the future.

I am confident that under Steve's leadership, the team will continue to bring its cutting-edge technology to market in an organized, differentiated and competitive manner that will ultimately align us more closely with our customers." said Jeremy Morton, VP of Software and Controls and Business Development.

PACOM CONTINUES TO GROW AND INVEST

At PACOM we pride ourselves on our superior customer service, responsiveness and professionalism. Customers are the most important part of our business and we strive for complete satisfaction in all respects. Consequently, we are pleased to announce the following additions to our team.

Chan Kheng Woo joins the PACOM Asia team

We are pleased to advise that Chan Kheng Woo has joined the PACOM Asia team in the capacity of Pre–Sales & Technical Support Specialist, based in Malaysia. Chan joins us from Honeywell Security, where he worked for the past eleven years on a number of their key accounts, more recently as a Senior Technical Support Engineer, and prior to that as a Field Service Engineer.

Chan speaks Mandarin, Cantonese, Malay Bahasa as well as English and can be contacted on chan.khengwoo@pacom.com. We welcome him to the PACOM organization and are confident that he will provide invaluable support to our customers in the region.

Jessica Silson boosts support for UK and Ireland

Jessica Silson joined us as a Technical Support Specialist for the UK and Ireland. Jessica worked in various support roles in the IT industry, including the UK National Health Service. Her primary responsibility is managing the general support enquires in UK and Ireland, and as her PACOM knowledge and experience grows, assisting where needed as part of the Global Pacom Support Team. We are pleased that Jessica has joined the team, and we look forward to the contribution she will make as the business grows.

As a reminder, for customers in the UK or Ireland seeking support, please email support@pacom.com or call +44 (0)113 8680346 and be sure to say hi to Jessica.

New PACOM Alliance Program to be launched and spearheaded by Robin Bailey

We are pleased to announce the appointment of Robin Bailey as Product and Alliance Manager. Robin has been with PACOM undertaking various roles for over 9 years and brings his strong product knowledge and experience to the product management team.

Robin will provide a focal point for integration and partnership engagement to the product management team. As part of this new role Robin will instigate a new Partner program that will allow us to strengthen our focus on integration opportunities and continue to be a key player in the security industry when it comes to providing open and interoperable solutions.

Please contact your local PACOM representative for partnership opportunities.

Paulina Nordebrand promoted to Marketing Communications Officer

We are pleased to advise that Paulina Nordebrand has been appointed as PACOM's Marketing Communications Officer. We welcome Paulina into this new role where she will be responsible for developing and implementing PACOM's messaging and social media platform, as well as managing the PACOM communications calendar and marketing communication initiatives.

Paulina can be contacted on paulina.nordebrand@pacom.com

Continued focus and growth within R&D

Steve Si joined us as Lead Scrum Master and Head of Project Management. Steve came from Fox Sports Australia, where he worked as a Scrum Master and Business Analyst. Prior to that, Steve worked at Tibra Capital, where as Scrum Master, he was responsible for transforming teams to Scrum.

Steve brings to PACOM a thorough knowledge of Scrum, and refers to himself as an avid Agilest, so we look forward to all benefitting from his knowledge and insights in Scrum.

Jarre Nejatyab joined us as a Software Lead Developer to technically lead a third Unison Scrum Team which, amongst other needs, will assist with the convergence of some of our PACOM products. It is an exciting development in our company's progression, and a strategic step towards future proofing the PACOM solutions.

Promotions and growth within the finance team

Sana Riaz was earlier this year promoted to Financial Accountant, to reflect the solid work and commitment over the past year.

Kristy Freeman was earlier this year promoted to Finance Manager. Kristy now works with corporate reporting and managing day to day finance issues.

Eleanor Dai also joined us as assistant accountant. Eleanor will assist the finance team with daily tasks including invoicing and book keeping.

STANLEY SECURITY OFFERS A SAAS SOLUTION BUILT AROUND PACOM UNISON

STANLEY Security Sweden has deployed a cloud-based solution built around the PACOM Unison platform to offer Security-as-a-Service (SAAS) to their customers.

Smaller facilities and organizations where customers have limited IT or security resources can benefit greatly from STANLEY Security Sweden's cloud-based service.
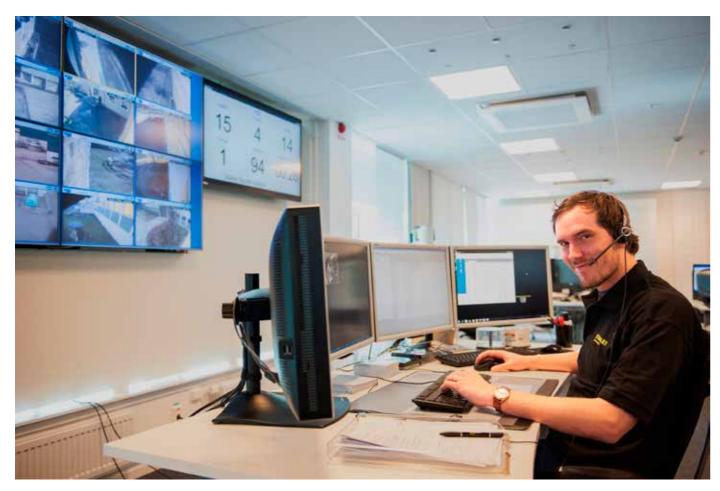
Lack of time and lack of knowledge are two important factors that can lead to vulnerabilities in safety and security. Stanley's cloud-based service offers customers an opportunity to mitigate these risks.

"If you ask customers when was the last time they made a system backup most of them will provide you with an answer. But if you ask when was the last time they re-created and tested the system it appears in the majority of cases, this

has never been done", says Magnus Petterson at STANLEY Security Sweden.

"With STANLEY Security Sweden's cloud service this problem never occurs. The idea of the solution is that customers get access to service and operation of their system in a safe IT environment built by virtual servers that receive the required maintenance. Smaller facilities can thus utilize many of the benefits that come with PACOM Unison, without having to invest in hardware or training of operations staff.

"PACOM Unison has truly enabled the realization of Security-as-a-Service and there are many opportunities to build and develop the service further," continues Magnus.

ALARM COMMUNICATIONS TECHNOLOGY CHANGES IN NORTH AMERICA

In North America, companies using our solutions, both large and small, manage their alarm and access control systems over their company's IT networks and also often over plain old telephone service (POTS) for alarm communications.

While several larger companies using our products have their own security operations center, most companies use third-party service providers for the monitoring of alarm signals through POTS line connections. With advances in communications technology, particularly VoIP, analog telephone line service is fast-becoming an option that businesses no longer choose to implement, and security systems can no longer count on a phone line being present to allow alarm reporting.

Our PACOM controllers with updated firmware have the capability to send alarm signals over a wired internet connection and/or via cellular services to alarm monitoring services equipped to receive the PACOM alarm messaging protocol or the SIA DC-09 digital communication standard for Internet Protocol (IP) event reporting.

There are several alarm monitoring companies in the United States that can monitor PACOM alarm signals over IP. If you use POTS lines and/or hosted cellular devices as primary or backup alarm signaling, we encourage you to contact your Authorized PACOM Value Added Reseller (VAR) to discuss alternate communication solutions.

PACOM AMERICAS SUCCEEDS IN NEW MARKETS

PACOM Americas is showing great success in the financial vertical with new keyless entry wins, using access and alarms in both corporate and branch locations.

Through strategic partnerships, we have diversified into other segments and succeeded in introducing the Pacom technology to a number of prestigious healthcare, manufacturing and telecommunications customers.

PACOM ANNOUNCES INTEGRATION WITH TOA IP INTERCOM SOLUTIONS

We are proud to announce that our Graphical Management System (GMS) has been integrated with the IP Intercom Solutions from audio specialist manufacturer, TOA Corporation.
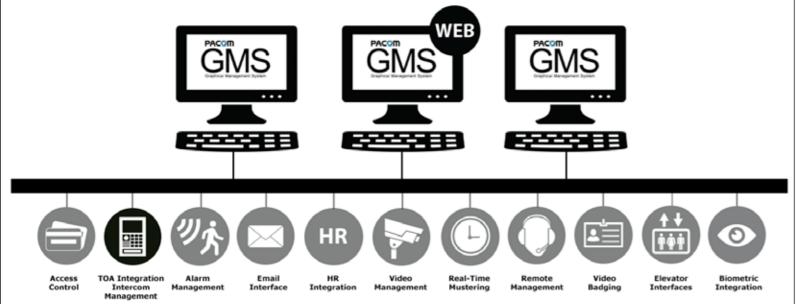
PACOM GMS is designed primarily for the multi-site customer that requires a centrally managed system. GMS provides a comprehensive set of features, with all the tools necessary to manage access control, intrusion detection, video surveillance, building services and intercom into a single solution.

TOA's IP Intercom System N-8000 Series is an integrated audio communication system that employs packet audio technology over the IP network to achieve fast, accurate communication with optimal security and reliability. System functions are numerous ranging from conversation, paging broadcasts and BGM broadcasts to various security functions including emergency paging/broadcasting and audio triggering.

System monitoring is available in real-time on an internet browser as the system is server-less. The system's frequency response extends to 7 kHz, allowing even PA-delivered announcements.

The integration of the TOA N-8000 system with PACOM GMS offers enhanced security solution with high-quality audio communication. PACOM GMS includes a dedicated Intercom Manager which displays all active intercom calls.

A range of different events can be triggered when a call is received. This includes launching a site map showing the position of the intercom, streaming live video from a linked camera and providing the operator with a quick and convenient method of remotely unlocking an associated door. This intelligent integration enables all activities to be centralized and managed from a single user interface.

| Access Control | TOA Integration Intercom Management | Alarm Management | Email Interface | HR Integration | Video Management | Real-Time Mustering | Remote Management | Video Badging | Elevator Interfaces | Biometric Integration |

ASIS INTERNATIONAL COMING UP

ASIS International is one of the leading, global events in the security industry where security professionals can meet, discuss and explore the growth and innovation within the industry.

The 2015 year's edition of ASIS International is going to take place in Anaheim, California September 28th to October 1st. As always, you will find our team ready to introduce our latest security innovations and future projects.

Take the opportunity to meet some of our global representatives and get a demonstration of how our integrated security solutions can help your business to manage the daily security tasks and challenges more cost efficiently without compromising the level of security.

We will be showcasing the latest version of our multi-site security management system, GMS. Pacom Unison, the open, product-agnostic solution for campus environments, will also be on show where we will be demonstrating the integration with the Mercury hardware suite.

Visitors will also have the chance to explore our latest innovation within access control- and intrusion management - the 8003 Intelligent PACOM-Edge Security Controller.

This and more will be found in booth #2301, so remember to pay us a visit. We look forward to seeing you there.

VISIT US AT PRÉVENTICA LYON

Preventica Lyon is a 3 day event being held from 13th October to the 15th October 2015 at the Lyon Eurexpo - Parc des Expositions in Lyon, France.

We are going to showcase our security solutions and conduct meetings and demonstrations during these days. Visit our team in booth A08.