



THE NEXT GENERATION OF SECURITY CONTROL ROOM MANAGEMENT SYSTEMS

OVER 20 YEARS OF DESIGN AND MANUFACTURING EXCELLENCE

Established in 1989, ISM is a World leading pioneer in integrated security management solutions. Operating from our extensive manufacturing and design base in Sussex, our global client base encompasses many of the World's most prominent institutions including local authorities, health establishments, education campuses, shopping centre operators, financial institutions, prison and police authorities. We specialise in the design, development and manufacture of graphical security control room management software and intercom systems with VoIP. Our Genesys Classic and Genesys v2 software facilitates the integration of many types and manufacture of third-party equipment including CCTV matrix and digital video recorders, access control systems, fire alarms, intruder alarms, audio matrix, intercoms, public address and paging systems etc - all from one holistic security management system. Our Ultimate 3000 audio exchange provides solutions for telephone entry, intercom, help point, disabled refuge and cell call systems.

"The market for integrated security systems is changing dramatically. Go back a few years and it was viable to rely on a few PCs to control the security of a building or site. That is not the case today. Security control rooms are now responsible for running multiple sites... 60... 70 even more, in many countries over different continents. It has become a responsibility of scale. With the traditional and now archaic server-based systems, you are completely reliant on the server. So what happens when the server goes down? Your security can be severely compromised. Not so with Genesys v2. We distribute control across all of your workstations. We're taking power to your PC and multiplying it by the number of PCs on your network. And the genius of this? If one PC fails, we can migrate the control to another PC seamlessly with no interruptions, no downtime. With Genesys v2 we are giving you the absolute Holy Grail in security control room management systems. Unparalleled flexibility, power beyond your wildest dreams and a redundancy that's second to none."

Stephen Smith, Sales and Marketing Director, ISM

GENESYS V2...THE WORLD HAS WAITED

After several years in development, the World launch of Genesys v2 was most fittingly held at the annual IFSEC 2011 security event, at the ISM sponsored Intelligent Integration Zone.

Genesys v2 is a fully integrated security management system capable of integrating multiple systems. Interoperability is enabled from one holistic platform. Genesys v2 encompasses high levels of functionality, exceptional ease of use, graceful redundancy and advanced alarm handling.

"We listened to our clients. Ease of use was their fundamental requirement. So we combined our 20 years' plus experience and expertise with an unquenchable thirst to understand at a granular level what today's users need. We embarked on an evangelical study of how different control rooms function and what the operators are

required to do, on a second by second basis. And the result? With Genesys v2 we have developed a system that is truly groundbreaking and genuinely unique. Genesys v2 is a system that the user can readily and easily use. It utilises the latest Microsoft.NET platform and Windows Presentation Foundation (WPF) for an enhanced graphical user experience and it's all wrapped up in our pioneering patented migrating 3+™ redundancy."



FROM SERVER TO PC

As well as incorporating our patented migrating 3+™ redundancy, Genesys v2 has further additional patents pending. With the ability to distribute the drivers across the network, each Genesys v2 PC can run the drivers. Genesys v2 has moved away from the traditional server and client configuration with all of its inherent flaws and issues, to a more stable and robust platform.

WHY MIGRATING 3+™ REDUNDANCY?

With migrating 3+™ redundancy, if a PC fails, the system will automatically start the drivers on the other PCs on the network - for a full and seamless redundancy. Genesys v2 incorporates a status engine and an SQL server database. This means that the software remembers the state of all devices, alarms and the current alarm progress of alarm tick-lists. If an alarm has been accepted on a PC and the PC fails before the alarm has been reset, then the alarm will be resent to the network again. **This ensures that no alarm is ever lost.**

This level of integration and redundancy enables clients to monitor and control sites over LAN and WAN networks using the same software platform. The separate GUI engine gives the operator's uninterrupted live updated displays and it adds stability to the system as a whole.

"COUPLED WITH ITS RESILIENT NETWORKS, GENESYS V2 IS THE MOST ROBUST SYSTEM ON THE MARKET TODAY."

The Genesys v2 security control room management software provides high levels of integration with third party products including NVR's, Intruder Alarms, Fire Alarms, Perimeter Intruder Detection, Video Analytics, Access Control and many more. Operators can manually control multiple systems with a common 'look and feel'. With higher levels of integration and automatic alarm responses, Genesys v2 is a state of the art software solution.

"Competitors have fallen into the same old trap of delivering a Windows-based application. We know from extensive research that operators don't like it. It's confusing, messy on the screen, neither clean nor clear. Genesys v2 has been developed on the same principles as Genesys Classic; ease of use, clear and concise graphics, clear menu boxes and dynamic control panels that appear when you touch the graphic. These features and more are what make Genesys v2 a truly outstanding system; a system that's miles ahead of anything available on the World market today and tomorrow."

PERFECT IN THE PRESENT, FAILSAFE IN THE FUTURE

Systems are becoming larger as the need to control local, national and international sites from one holistic interface grows. Genesys v2 has the flexibility to fulfil requirements in the present moment and in the future.

How?

Genesys v2 is based on multi engine technology which enables multiple PCs to run the driver engines. The load is distributed across the entire platform. This ensures a fast and efficient operation while the database engines keep each PC up-to-date. As outlined previously, the independent GUI engine ensures that the operators receive uninterrupted live updated displays whilst adding stability to the system as a whole.

"With the GUI element, we have continued with a high end 'games style' graphical interface because it offers the operators a highly intuitive operating platform with real ease of use."

WHY ENHANCED ALARM HANDLING IS CRUCIAL

Genesys v2 provides enhanced alarm handling incorporating multiple scenarios that can be allocated to alarms so that they trigger automatically at certain events including:

1. On receipt of an alarm.
2. When the operator accepts the alarm.
3. If the device changes state etc.

For example, if a PID alarm is triggered, Genesys v2 will automatically:

- Increase the frame recording rate on the DVR/NVR.
- Page security staff.
- Lock down perimeter doors.
- Switch on perimeter lighting.

When the operator accepts the alarm, the live and pre/post event images are displayed and are presented with a unique list of manual actions that should be taken. By selecting one of these actions, Genesys v2 will carry out the automated function e.g. 'call senior manager' and the item will be ticked off the list. The operator will then proceed to the next item.

"In Genesys v2, security providers now have the optimum tool to control and monitor their complex security installations to the highest degree."

GENESYS V2... CHANGE MANAGEMENT IN YOUR HANDS

Genesys v2 can be fully configured by any trained member of your team. The benefit of this is that you have full control over your system. You can make amendments to keep your system current without having to call upon ISM for on-site support. If you are already using a system that has been designed by ISM, you will be appreciative of this.

Genesys v2 incorporates an alarm escalation feature. This allows an operator to trigger different scenarios with the display of a new tick-list if required.

The alarm escalation can be triggered automatically from rules that are set up in the system configuration. For example, items such as multiple alarms from the same area, alarms not accepted by an operator after a set period of time and the number of active alarms can be the trigger.

Genesys v2 offers a completely configurable layout of one, two or three PC monitor screen displays per workstation - absolute flexibility plus the ability to increase functionality as the system grows.

The end user has a system that is future proof because its expansion capability is limitless.

Genesys v2 has a full system log. This file records the actions of the system - detailing the operator, the action and any automated actions plus any responses to alarms that have been recorded by the operator. This log has a search facility and it is capable of producing basic level reports.

If a more advanced analysis of the logs is required, then the database can be exported and interrogated by any ODBC programme such as ACCESS and Crystal Reports.



SINGLE SCREEN ALARM LAYOUT



DUAL SCREEN VIDEO LAYOUT



DUAL SCREEN ALARM LAYOUT



THREE SCREEN CONFIGURATION

AT A GLANCE... THE COMPELLING CASE FOR ISM

- World leader and pioneer in the design and manufacture of security software solutions and high-quality audio intercom systems for 22 years.
- Inventors of Genesys Classic, the World's leading patented integrated security software platform.
- Inventors of Genesys v2, the next stage in integrated security software platforms.
- A highly trusted, respected and stable brand. ISM software and hardware is used by over 1000 organisations worldwide.
- Dedicated manufacturing facility, project management team, technical support and sales in Sussex.
- Rated by Deloitte and Touche as the 49th fastest growing technology company in the world.
- ISM invests 12.5% of gross revenue in research and development compared to the norm of 7%.
- Leading provider of global centralised security systems for police, prisons, custodial, commercial banking and finance, education, rail and transport, social housing and critical infrastructure.

A ROBUST SELECTION OF SOME OF THE FEATURES AND BENEFITS OF GENESYS V2

- Highly configurable. Most changes can be implemented simply by updating the configuration rather than applying in code. Enhanced functionality reduces costs.
- Alarms can be set to specific users or workstations and can be prioritised.
- Alarms can be easily identified and reacted to because of the different alarm sounds and flashing border colours per system.
- Emergency procedures with alarm tick-lists.
- Alarm escalation rules and manual activation.
- Enhanced graphical user experience and animation from utilising the latest Microsoft technologies .NET platform and Windows Presentation Foundation (WPF).
- Ease of navigation from the Map control panel in 2D or 3D mode.
- Migrating 3+™ Technology:
 - o Each driver can run on any networked PC with its own sequence of migration PCs in the event of failure.
 - o Distributed drivers enable the communication load to be spread across all networked PCs. No reliance upon one PC for all communications.
 - o Because a front end is not required for the driver to run, drivers can run on non-operator PCs. If large numbers of drivers are required, additional PCs can be added to handle the load.
 - o Each driver runs in isolation from the front-end and from other system components. A driver failure will have no effect on the functioning of the rest of the system.
 - o Drivers will continue working even when the front-end is not running. When the front-end starts up, any alarms that were activated whilst it was not running will be displayed and any changes to device states (for example doors opening and closing) will be shown.
- Multiple monitor support:
 - o Front end can be configured to cover multiple monitors (this is naturally dependant on the capabilities of hardware graphics).
 - o Different layouts for the Genesys 'panels' (map, video, alarms, control, etc) can be configured. Layouts can be changed depending on user preference and via Action Lists.
- Advanced Action List system – Define powerful and complex cause and effect rules.
 - o Execute any command on any device.
 - o Define matrix actions/camera tours.
 - o Create highly configurable guard tours and cell watches.
 - o Continues running even if the front-end is not active.
- Configurable 'Tick Lists' for accepting alarms:
 - o Uses the Action List system.
 - o Perform a series of automatic commands.
 - o Prompt for user input to make alarm notes.
 - o Alarm can only be reset once tick-list is complete.
- New Alarm Window and Alarm Ownership system:
 - o Dedicated alarm list window shows all alarms, or a filtered selection of alarms.
 - o Alarms grouped by Accepted, Active and Accepted by Other User. All alarms accepted by the operator are grouped at the top of the list and unaccepted alarms are grouped below. Alarms accepted by other users are grouped at the bottom.
- Accepted alarms are allocated to the user and become unavailable to other users. The accepting user's progress through the alarm's reset tick-list is remembered enabling them to return to the alarm later. The user can also log on to a different workstation to continue processing the alarm.
- Accepted alarms can be escalated causing them to be allocated to a higher level user and changing the tick-list items, if required.
- Accepted alarms can be un-accepted, allowing another user to continue processing the alarm.
- New Multi-State Device Icons:
 - o Devices are defined by the state attributed to them. For example, a door device could have a 'Position' state and an 'Is Locked' state.
 - o Each value for each state can have a map icon associated with it. For example, a door position's state value of 'Open' can display a different icon to when it is 'Closed'. Overlaid on top of that will be the icon for the current 'Is Locked' state – an icon for either 'True' or 'False'.
 - o The default configuration for the states that have icons and the states that don't is provided by the driver. However, the user can change any of the defaults and can allocate icons to any state values or remove them.
- New State Triggers feature:
 - o A trigger can be configured to activate when a device state changes to a particular value. When activated, the trigger will run an Action List.
 - o The driver provides full details on the default configuration for its triggers (mainly used to activate alarms). However, it is fully configurable by the user and any actions can be taken when the status of the devices change.
 - o A selection of other, more general triggers are also available. For example, an Action List can be run when any of the following activity is selected on the system: Icon Clicked, Menu Shown/Hidden, Module Button Clicked, and Layout Changes.
- Multiple Languages:
 - o Language dictionary can be automatically generated using various translation web services.
 - o Dictionaries can be manually refined to correct mistakes in circumstances where the context of the words or phrases is unclear.
- SQL Database

"Genesys Classic is still a pioneer in security control room systems, leading the market by several years. Whenever Genesys Classic is technically evaluated against any other competitive security control room system, it always wins hands down. Competitors are still trying to catch up with Genesys Classic let alone Genesys v2. I am confident that we are at least six years ahead of the market."

David Jenkins, Managing Director, ISM

INTERGRATED SECURITY MANUFACTURING LTD

25-29 The Bell Centre | Newton Road | Crawley | West Sussex RH10 9FZ

TEL +44 (0) 1293 529990 FAX +44 (0) 1293 528023 EMAIL info@ism-uk.com WEB www.ism-uk.com