



**P R E M I E R**  
— SECURITY SERVICES —  
**ISO 9001-2015 Certified**



**We Believe In Quality**

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## Contents

<b>INTRODUCTION:</b> .....	2
<b>KEY STRENGTHS:</b> .....	2
<b>PRESTIGIOUS CUSTOMERS:</b> .....	2
<b>TECHNICAL PROPOSAL:</b> .....	3
<b>Central Monitoring System:</b> .....	3
<b>QRF Operations:</b> .....	3
<b>COMPONENTS AND FEATURES:</b> .....	4
<b>PC Peripheral Circuit Board (Control Panel)</b> .....	4
<b>Keypad:</b> .....	4
<b>Remote/ Wireless Panic Button:</b> .....	4
<b>Panic Button:</b> .....	4
<b>Foot Panic:</b> .....	4
<b>Motion Sensor/ Passive Infrared (PIR):</b> .....	4
<b>Door Contacts:</b> .....	5
<b>Heavy Metal / Roller Shutters:</b> .....	5
<b>Vibration Sensors:</b> .....	5
<b>GSM Module:</b> .....	5
<b>Backup Battery:</b> .....	5
<b>Hooter &amp; Siren:</b> .....	5
<b>Fire Alarm System</b> .....	5
<b>Latest IP Based Solution:</b> .....	5
<b>Introduction:</b> .....	5
<b>Features:</b> .....	6
<b>How it Works:</b> .....	6
<b>Over View IP Monitoring Works:</b> .....	7
<b>Patrolling Services:</b> .....	7
<b>Guard Patrolling Services:</b> .....	7
<b>Salient Features of Guard Patrolling</b> .....	7
<b>Advantages of Guard Patrolling</b> .....	7
<b>Methods to Ensure Patrolling Visit</b> .....	8
<b>GPS Patrolling System</b> .....	8
<b>CCTV Surveillance System (Network, Analog &amp; Thermal):</b> .....	10
<b>WHERE WE ARE?</b> .....	11

## INTRODUCTION:

Premier Security Services (PSS) has been operating since 1995 and over 20 years we have grown rapidly due to our sheer hard work, commitment and integrity. We have a low profile, information driven, avoidance-based, culturally sensitive, client focused company culture in touch with current market conditions. We have a team of security professionals with successful operational and management experience in Pakistan, with a thorough understanding of current market conditions, strong client relationships and robust contracting and account management expertise.

PSS has robust SOPs, Plans, Procedures and Operating Policies designed to assist in implementing a zero-tolerance security platform. Maintaining a strong communication link with our clients allows us to respond quickly. The management team provides round the clock cover to respond to any request at short notice. Our low turnaround time allows faster response to client requests for services or changes to existing work orders due to evolving threat situation in the country.

## KEY STRENGTHS:

- Established in 1995 as Private Limited Company
- Have license to operate all over Pakistan
- Have Main Office at Islamabad & Regional Office in Lahore, Karachi, Faisalabad, Peshawar & Muzaffarabad
- Sub Office are operational in other more than 20 cities.
- Have approximately more than 2500 guarding strength
- QRF Teams are available at regional offices

## PRESTIGIOUS CUSTOMERS:

PSS is serving security needs of a number of National and Multinational clients. We deliver innovative security solutions designed to help organizations meet present day security challenges. PSS has attained specialized experience and knowledge to render cost effective and quality services in all security areas, this is the reason why companies prefer PSS over others.



## TECHNICAL PROPOSAL:

### Central Monitoring System:

One of the most critical components of your security/fire alarm system is the central station which provides notification to the appropriate authorities (Rescue 1122, Police, Fire Brigade etc.), in the event of alarm activation. We own and operate our own central monitoring station- providing you with the highest level of customized dispatching.

Furthermore, our local presence allows us to better serve you as our dispatchers are familiar with the area. We understand the importance of protecting your property against fire, intrusion or unlawful entry. Our central station alarm monitoring services ensure prompt, reliable notification to protect your property, business or your family with:



We are able to provide Central station services with the following features to meet each of the unique requirements of our customers:

- Alarm Transmission Technology options including IP/PSTN/GSM
- State of the art system & technology
- 24/7/365 constant monitoring
- Experienced and trained Operators
- Instant alerts for fire system actuation
- Instant alerts for break-ins, burglaries, or security breach
- Alerts or any issues that may indicate a system is experiencing failure
- 24 Hours Helpline # 111 333 345 for complaints handling
- Quick Response Force

Should you have a specific need, our dispatchers will take the time to work with you in a professional and caring manner.

### QRF Operations.

Premier Security Private is operating round the clock Quick Response Forces (QRF) backed up by 24/7/365 Central Monitoring Station at Islamabad operations and various locations covering Rawalpindi, Karachi, Lahore, Peshawar, Faisalabad, Gujranwala, Multan and Quetta.

Our QRF teams are properly trained and equipped with weapons and smart phone/ wireless communication equipment. We also have trained paramedics working as part of the QRF teams.



## COMPONENTS AND FEATURES:

### PC Peripheral Circuit Board (Control Panel)

It is used for transmitting the signal to our CMS via IP, PTCL Landline, or GSM Module. It is programmed with zones and coding of the installed devices.



### Keypad:

It is mainly used for Arming and Disarming purpose also known as “Activation” and “Deactivation” of the System, this is also the main and core feature of this Burglar Alarm System and is carried out by entering a valid 4 digits’ secret numeric PIN.



The key pad also can be used for 4 other purposes:

- Panic Alarm press/holdup button 1&3 together.
- Fire Alarm press/holdup button 4&6 together.
- Medical/Ambulance press/holdup button 7&9 Together.
- Can be used for Duress Code

**Note:** Hold for 03-05 Seconds which is the recommended time for transmitting the signal to our Premier control room.

### Remote/ Wireless Panic Button:



It is a portable and a handy device, easy to use from anywhere within the premises and its main function is similar as the Panic & Foot Panic Buttons.

### Panic Button:

Panic buttons can be used manually to silently activate the alarm when the premises occupant is faced with a potential threat to their well- being. It is used for transmitting the panic signal silently to our PREMIER SECURITY CMS.



### Foot Panic:



Is for the same purpose as of panic button, but is thoughtfully designed for emergency situations, when supposed the physical position doesn’t allow reaching out the panic button.

### Motion Sensor/ Passive Infrared (PIR):

All movement detector switch in this section is based on passive infra-red Technology (PIR). This device recognizes the difference in temperature between a warm bodied object and its’ background. When the warm body moves the PIR triggers an alarm.

This device is suitable for use in domestic, commercial, light industrial and heavy industrial applications.

Selection of ranges to ensure full coverage can be provided for any size or area.

Motion sensors are impressively vulnerable and resistant off the heat and humidity surrounding it, but un natural, deviant or abnormal amount of humidity and heat may cause sensors to alarm fall vacuously, whilst insects, pests, creepy-crawlers and display against white light are the other causes of the inaccuracy in alarming functionalism. Though it’s fully shielded against RF interference.



Intelligent signal processing to prevent false alarms. Mirror optics to guarantee consistent detection throughout the detector range.

Suitable for use in most hostile environments.

**Door Contacts:**

It is highly sensitive magnetic device and can be used for mostly doors or windows and are Invisible when the door or window is in a closed State.

It works especially when the premises is equipped With Armed/ Activated Burglar Alarm System.



Its main function is to block the unauthorized Entry/exit and triggers alarm when intruder tries to open the door or window.

**Heavy Metal / Roller Shutters:**

Its main function is as same as door contact sensors, but it can be used on average / heavy Metal doors, shutters & grills.



**Vibration Sensors:**

It is highly sensitive device, it can be used on Glass windows, doors or on grills, it has an ability to sense the vibration of any kind, especially when Intruder tries to cut the glass or attempt to break it or even some one touches it vigorously.



Vibration sensors, senses the vibration of any kind and generates the alarm when the system is in active state

**GSM Module:**

An alternate mode of communication which also Transmit the signals to PREMIER control Room. Dual Functionality, works along with or without PTCL line.



**Backup Battery:**

Gives 6-8 hours Backup support when there is no Electricity.



**Transformer:**

Transformer is a power supply of the system.



**Hooter & Siren:**

The usage of an external siren is beneficial to draw attention towards the premises where the alarm has been generated. In addition, the noise from an external siren may cause intruder to escape or evacuate.

Internal sirens operate both as an early deterrent to intruders and as a method of indicating changes in system status to property occupants.



Siren/Hooter is also good for neighbor hoods to watch and respond on alarming conditions which creates loud noise output to attract and react.

**Fire Alarm System**

An Alarm Panel along with peripheral devices is installed at the customer premises. The Panel is linked to our Central Monitoring Station (CMS) located in Islamabad either through PSTN, GSM & IP network. Once the Alarm is confirmed, the QRF\* is directed to reach the customer within 5-7 minutes. If required, Police or other rescue services are also conformed immediately.



**Latest IP Based Solution:**

**Introduction:**

IP Monitoring is the latest way to monitor a security system. Traditional security system use phone lines and GSM Module networks to reach the Monitoring Control Room. This presents a few problems:

Many New buildings and estates do not have copper infrastructure in place, and therefore cannot have phone line connected to the security system.

Service Provider are actively migrating customer off legacy PSTN infrastructure to newer technologies.

Aside from just a physical infrastructure problem, legacy PSTN monitoring has the following operational and security concern.

It's costly: each time an alarm (or other event) needs to be reported, the alarm panel has to make a phone call. This generally includes a flag fall charges, as well as a call charges, If your alarm system makes a lot of calls, or you have an alarm zone this is in fault and reporting a lot of alarms, then you will potentially have a very expensive phone bill.

It's slow: Alarms are dialed out over a phone line which takes time. Think of an old dial-up modem and you get the idea.

It's not secure: Alarm are not encrypted and could be intercepted by a third party and prevented from actually being received at the Monitoring Centre.

It's poorly supervised: Many legacy alarm panels only report a "weekly tested report" which mean if the line is cut or the system is not operating correcting, you might not know that the system can't reach the monitoring station for a whole week! This also means the if an alarm occurs in the meantime, it won't be reported.

IP Monitoring introduces major benefits by addressing the problems of traditional PSTN monitoring. It also brings new benefits as a result of being a modern technology.

#### Features:

- ☑ **Cost Effective:** As IP reporting can use your existing internet connection, there's no need to pay for a separate phone line rental for the security system, and of course there's no expense for any phone calls, since it doesn't make any!
- ☑ **Speed:** Alarms are reported almost the instant they're generated. There's no dialing, and no waiting. As IP reporting uses the internet to communicate, and the data packets are very small, it takes almost no time to report any event.
- ☑ **Secure:** The IP communication can be enabled with an encryption key to ensure the data packets cannot be sniffed or intercepted. This provides compliance benefits for very high security installations or government departments.
- ☑ **Flexibility:** Alarm panels that feature IP reporting can generally have a configurable "polling interval", which can be anything from a week, right down to a few minutes. Should a poll fail, an alert will be generated in the monitoring station, so it's known within minutes that there's communication problem, rather than after days.

#### How it Works:

IP monitoring makes use of a network (internet) connection to report alarms and other information to the monitoring station. This can be an existing internet connection on site, (If branch internet or router is down then system will not transmit the alarm to Monitoring Station, it is bank / branch responsibility to make both communication medium in operational) if you're worried about bandwidth usage, don't be; the amount of data transmitted by the IP reporting protocol are so small, it will hardly be noticed on the net Work. An alarm event is generated by the alarm panel

The alarm panel sends this alarm (via an IP Reporting Protocol) over the network (internet) to the monitoring station.

The IP Monitoring Receiver at the monitoring station receives and processes the alarm, and sends it on to the monitoring station software for handling by an operator.

We can also use PSTN and GSM as a backup for alarm transmission.

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### Over View IP Monitoring Works:

An alarm event is generated by the alarm panel

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We can also use PSTN and GSM as a backup for alarm transmission.

### Patrolling Services:

#### Features of our system:

#### Guard Patrolling Services:

- ☑ A system developed by Premier Security Services (PSS) is in use by our various clients to check their premises during day /night physically with the help of different techniques.
- ☑ System is useful for Banks having no night guard and for the clients having unguarded premises or willing to check the security staff on different locations.

#### Salient Features of Guard Patrolling

- ☑ Two guards on motor bike visit the locations as per given route and timing. They are in communication with control room.
- ☑ Control room is manned by trained duty officers with adequate communication system.
- ☑ They check the branch in the detail, and note the observations along with time and date.
- ☑ Observations are noted are as under:
  - ✓ Branch /Location Code
  - ✓ Date and Time of Checking
  - ✓ Name of Guard if present
  - ✓ Locks of the doors and windows
  - ✓ The status of ATM
  - ✓ The Generator
  - ✓ Lights ON / OF
  - ✓ Any other demanded by the client
- ☑ In case of any untoward event such an unlocking of branch / premises, damage to doors / windows, fire, siren of burglary alarm system supervisor will immediately inform the control room which in return informs the client, fire brigade and police force accordingly.
- ☑ On completion of tours, supervisors will submit reports to duty officer who will send it to the client.



#### Advantages of Guard Patrolling.

- ☑ Reduction of guards at premises thus cutting the cost significantly.
- ☑ Ensuring on ground visits as they are recorded.
- ☑ Real time information is received by clients



### Methods to Ensure Patrolling Visit

There are two flawless methods to ensure Patrolling on Branches

- ☑ GPS System
- ☑ Wireless Remote System

### GPS Patrolling System

- ☑ The GPS device with SMS feature is installed in the bikes
- ☑ The Guards switch off the ignition on the location and after checking, they again switch on the ignition to move the ahead.
- ☑ The GPS device sends grid locations via SMS control room system, when the ignition of the bikes turns on.
- ☑ The date of the locations is already fed in the system and records the day and time on real time basis.
- ☑ By putting date in program route chart on map is generated.
  
- ☑ Our Control Room monitors, Patrolling Teams through GPS based software to know exact location and time of the patrolling.
- ☑ Our teams can communicate with Control Room by sending Text, Video Clips and Audio & Images of LIVE streams.
- ☑ Real-time reporting to customers through Client dashboards.
- ☑ Customized checkpoints as per customer requirements



### Geo-Fencing

Restricts patrol data submission within permissible radius of location. You will get reliable completion reports.



### Geo-Tagging

Of incidents with multimedia (images, video, audio, text) evidence puts you at credible position



### Scheduling

Controlling staff by automatic duty assignment and intelligent random patrol sequences adding element of surprise in plan.



### Mileage & Duration

Provides insight of patrol mileage and time taken for better budget control over operational expenses.



### Offline App

Patrol remains uninterrupted even in patchy internet coverage providing pragmatic solution



### Remote Qc

Random quality inspections of patrolling staff through video clips or images helps in reducing your overhead of quality checker



### QR Code, NFC & Beacons

Pinpoint location of the check posts from where checkpoints should be submitted



**Performance**

evaluation culture helps inculcating motivation among patrolling staff thereby increasing their productivity in operations



**SOS Alerts**

Maintains a hotlink between patrolling staff and control room in case of emergency. Lone security workers safety is ensured.



**Custom Reports**

Provides you report builder for developing reports as per your existing organizational structure, thereby removing barriers of lack of readiness.



**Collaboration**

Interactive collaboration platform on which interactions are maintained as per social media norms and exchange of information becomes intuitive for staff.



**Navigation**

Comes handy when patrolling staff needs to be trained on the routes either because staff is new or you want to teach them optimized route



**Geo-Fenced Locations:**

Checkpoint Form is available within the geo fence of the location only to ensure valid submission of duties



Radius of the geofence can be customized as per each location. Patrolling app can detect Arriving, Dwelling & Leaving for activity recognition

**Geo-Tagging Patrols & Incidents:**

Patrolling Teams can submit patrol checkpoints & incidents along with Pictures, Video, Audio for PROOF.



- All submissions are time stamped and geo tagged.
- No attachments are allowed to be submitted



**Chatting – Conversational Platform:**

Control Room and QRF can have conversation on chatting platform for Quality Check or Detailed Information on incidents:

- Share Videos
- Share Images
- Share Audio
- Messages / Instructions

GPS Navigation for Optimum Route & Congestion Detection



**Duty List:**



### Sample Patrolling Reports:

Branch:								
S #	Ref #	Client	Site	Site Code	City	Visited Time	Round	Verify
1	223479	Allied Bank Limited	ABL, Ghorri Town, Islamabad	646	Islamabad	25 Mar, 03:56 AM	Night (Round-3)	Skipped

  

Checkpoints:							
Status	ATM Status	ATM Green Light	Skimming Device	Branch Status	Branch Indoor Light	Branch Outdoor Light	Branch GET
OK	OK	OK	Not Found	OK	On	On	OK

  

Locations:				
Site Location	Site Coordinates	Visited Location	Visited Coordinates	Differen
Allied Bank Limited (ABL) & ATM, Ghorri Town Rd, Phase 3, Ghorri Town, Islamabad, Islamabad Capital Territory, Pakistan	33.6134942, 73.1321879	Allied Bank Limited (ABL) & ATM, Ghorri Town Rd, Phase 3, Ghorri Town, Islamabad, Islamabad Capital Territory, Pakistan	33.6134617, 73.1319853	LS

  


### CCTV Surveillance System (Network, Analog & Thermal):



Premier Security has the experience and expertise to protect your home or business with a security system specifically tailored for you. We have the experience and resources to design and install the perfect surveillance security solution for you. Whether you need CCTV cameras system, Biometric Access control System, Fire safety alarm system, we can provide you with fast and highly professional installation services all over Pakistan.

Services Includes: CCTV Surveillance Security Systems, Biometric Access Control Systems, Fire Alarm Systems, Structured Network Cabling and Installation / Maintenance Services.



## WHERE WE ARE?

PSS is well established in Pakistan with an office network spread across the country and experience of supporting various types of Clients. PSS Crisis Response & Threat Information Center, alerts and reports daily on the security situation in Pakistan, providing assessments and reports on a continuous basis.



We have area offices in Sukkur, Rahim Yar Khan and Multan, Gujranwala & Sialkot. In addition, we have in the past maintained area offices in multiple locations across the country as per need. These offices can be re-opened as per client requirement.



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