

## Sharp Group partner with Bold for lone worker monitoring



Since being founded in 1999, Sharp Group Fire & Security Services has rapidly grown to be one of the largest privately owned companies in the Irish security sector.

One of the key success factors has been choosing the right technology partners to enable them to provide a unique level of service to their clients, which include some of the leading multi-nationals in Ireland.

Amongst those partners, Sharp Group has worked with monitoring software specialists, Bold Communications, for over ten years during which time they have developed one of the most technically advanced, IS 228 accredited, monitoring control centres in Dublin. Utilising Bold Gemini v2 software, Sharp provides an integrated alarm and CCTV monitoring and response service for their diverse range of clients including government, retail, utilities and the finance sector.

### Interoperability

A monitoring platform should be able to receive data, video and audio from all the various products and systems, which should be fully integrated operationally. For example, associating a zone reported by an alarm panel with an image from a CCTV system. Gathering the right information for the correct response is an essential task and, when it forms part of an integrated system, what you do with that data when the operator who may be handling several different types of systems, is equally important. Third party devices generally will not interact with other detection devices without the intervention of third party processing.

It is therefore important to select the right combination of solutions rather than a one-size fits all approach. In this instance, the most effective method for executing standard response tasks and applying priorities is to handle all devices and systems within the platform. And if the platform is continuously developed and enhanced, this will also allow the user to adopt new technology as it becomes available while retaining the investment in legacy systems.

### Integration and New Features

Bold's Gemini CCTV monitoring platform release includes new integrations and features to enhance the monitoring control room user experience and in response to the latest technology. These include the addition of interfaces and feature enhancements. The platform can be deployed either in the cloud, local servers or a combination of both.

Both the commercial remote video receiving centre, striving to deliver a high quality but efficient service, and the private control room serving the specific needs of its parent organisation, need a common platform which fits with the required security objectives. New technology continues to provide enhanced security and safety protection, with legacy technologies being consigned to history. Users may reflect that, to maximise the benefits of such technologies, the most effective approach is to manage them with an intelligent monitoring platform.