



Bringing it all together

Improve security Increase efficiency Grow profits

Solutions for all your needs from BT Redcare



BT Redcare

BT Redcare offers end to end managed solutions that do more than protect your premises and assets; they deliver information about goods and people to help you improve your business's bottom line. We work in partnership: consulting, designing, implementing and maintaining for the private and public sectors. The result is one class-leading solution – across cameras, network, control rooms, video storage and applications – delivered to your exact requirements.



‘We chose BT Redcare’s Wireless Extensions because they offered a practical and less disruptive solution than cabling.... Given the tight timescales we wanted a supplier who was familiar with our existing CCTV infrastructure. Availability and deliverability of the solution is key – this helps our project risk management. BT Redcare meets these requirements.’

Ian Wilson, Head of Capital Projects, Medway Council

Whatever you need, we have the solution

Improving trade for retail

Shoplifting, discounting to friends and theft by employees, suppliers or the public, plus process shrinkage, costs UK retailers almost £4 billion a year. Achieving cost savings and protecting profit margins is crucial. BT Redcare does more than protect premises and stock against intruders and fire. We not only provide powerful crime detection tools but also business intelligence about items received from suppliers and bought by customers.

Reducing crime for government and local authorities

Security is an ever-growing problem for the public sector. How do you reduce violent street crime and anti-social behaviour? How can you keep fleets secure and monitor driver behaviour? And how should you plan securely for major events such as the Olympics? BT Redcare specialises in crime prevention and detection systems for today and tomorrow.

Clearing the way for emergency services

Information critical to your business needs to be made available at all times. This is of prime importance to the emergency services, especially during peak times or disasters such as the 7/7 London bomb attacks when public mobile networks became unavailable. BT Redcare offers a secure mobile data communications network for speed of response, reliability of information, and instant access to the Police National Computer.

Finance without fear

ATM fraud has risen by over 200% since 2001, and attacks on security guards carrying cash in transit are on the increase. Bank security offers a unique set of challenges in monitoring branches, cashiers, cash transactions and ATMs. BT Redcare can provide a range of fraud prevention services, from CCTV digital video storage linked to ATM transaction data, to alarm and fire monitoring services.

Maximum protection for SMEs

You may not wish to rely on an alarm or a digital communicator (that sends the alarm signal down the phone line to the alarm receiving centre) to alert the emergency services, let alone on neighbours or a passer-by. Many businesses never fully recover from the disruption and cash flow impact caused by break-ins, theft and fire. BT Redcare can help you take care of your employees and premises when you’re not there through alarm monitoring, CCTV and video storage solutions.

Security for utilities

Security is more important than ever for utility companies. The threat of terrorist attacks has risen and the escalating price of copper in Asia has significantly increased copper theft. Growing competition has also put pressure on margins. Business continuity has become even more paramount; cost of down-time means loss of revenue and customers. BT Redcare can provide reliable, tailored and cost-effective integrated security and monitoring solutions to protect staff and outlying substations, so that you only have one supplier to deal with.

We are your business partner

Consultancy

Putting together different technologies can lead to a less reliable service, and dealing with a number of suppliers is time-consuming. Whatever your security and business efficiency headaches, BT Redcare has the solution across cameras, network, control rooms, video storage and applications. If you're already contracted elsewhere, we can work with your suppliers to manage your total solution. We can also advise on tenders and help you present your case to the board.

Design

Poorly planned and inadequate networks are costly and not always compatible. BT Redcare provides future-proof and adaptable solutions. We have access to a variety of applications, devices, storage and fixed and wireless networks from numerous leading partners. We will work within your budget constraints and can provide finance options to help you spread costs or move from an existing relationship.

Project management and implementation

BT Redcare employs highly skilled project managers accredited to Prince 2 and Six Sigma Black Belt. We will work with your nominated contacts to deliver your solution on time and to your exact requirements.

Service and support

Monitoring and servicing is so much easier when you only have one supplier to deal with. We will always help you get the best from your technology and promise a service package for the length of your contract term. We have a 24/7 service desk and guarantee a four hour fault-response rate. We offer remote diagnostics and monitoring so we can often diagnose and fix problems before you're even aware of them, providing you with a reliable and robust service.



'Our business is logistics (warehousing and distribution). Our operation means that millions of pounds worth of stock is trusted within our care and our clients include a number of the top brands – with stakes as high as this, we opted for BT Redcare for maximum protection against theft and fire.'

David McClelland, PDS (International) Limited

Protection and information through innovation

BT Redcare offers end-to-end managed solutions to help you look after your business and achieve your goals. Our innovative solutions not only protect your employees and premises but also provide key information about stock and people to help you increase profitability.

CCTV

CCTV is all about ease of retrieval and quality. Whether you're using CCTV to see what happened when you weren't there or to make a solid case for prosecution, you need tools to identify the footage you need to review and for it to be of sufficient quality. All of BT Redcare's CCTV solutions are designed to optimise the effectiveness of your CCTV operations. Our high-quality solutions encompass everything from cameras and control rooms to video analytics. Please see full details on page 4

Alarm monitoring

A 'bells only' fire or security alarm, or even a digital communicator (that calls the alarm receiving centre if the alarm goes off), may not offer the level of protection that you want to protect your business. Our products can provide you with the security of constant monitoring. This means that should your phone line be cut, your alarm receiving centre will know about it in seconds and take the appropriate action. Why take chances? Nearly 400,000 customers – from small to large businesses, as well as high-end homes – enjoy peace of mind thanks to BT Redcare's alarm monitoring solutions. Please see full details on page 5

Mobile data

Our mobile data solutions provide outstanding reliability and consistently optimal performance. Speed of response and reliability of information are crucial to the emergency services. Security is vital for remote site and equipment monitoring or financial transaction processing (such as remote ATM machines) which need to communicate with an IT system or control centre. Please see full details on page 6

RFID and barcoding – tracking assets and stock

Understanding where stock and assets are at any one time can help to manage cash flow, reduce time taken to stock count, manage suppliers and decrease the margin hit that arises through stock surplus sales. BT Redcare is aware of the challenges faced by businesses each and every day – our solutions can help you achieve cost savings and protect profit margins. Please see full details on page 7



CCTV

Our high-quality CCTV end-to-end solutions encompass: cameras, transmission, control rooms, video storage and analytics. We have years of experience in providing CCTV transmission to Network Rail, the BBC, Sussex Police, hospitals and local authorities.

- External and internal CCTV cameras, including installation.
- Network provision (fixed or wireless), for live streaming of video feeds to a central location.
- Remote access to CCTV cameras.
- Control room design, installation and configuration (e.g. for viewing and monitoring recorded pictures and controlling cameras).
- Digital video storage for easy and fast retrieval of recorded images which can be used in court.
- Integration of video data with other business applications e.g. electronic point of sale (EPOS) data or ATM transaction data.
- Video analytics e.g. to highlight lengthening queues, detect motion and enhance images.



Alarm Monitoring

BT Redcare's alarm monitoring service is used by nearly 400,000 customers to protect against intruders and fire – from small to large businesses as well as high-end homes. Our solutions are backed by the insurance industry and comply with British and European Standards for intruder and fire alarm signalling up to Grade 4, the highest level of protection on the market. They're also approved by the Loss Prevention Certification Board, the independent recognised body certifying security products.

- Transmits over a highly secure network, so you can be sure that you are protected 24/7.
- Can be combined with your CCTV images so that both you, and your alarm receiving centre, can see what has triggered your alarm.
- Can provide the ability to get live remote access to your video cameras so you can see if staff have opened up on time or deliveries have been made – even if you're not on site.

'Automatic Security Installation only specify BT Redcare because the products are well known, reliable and have an excellent track record in the security and fire alarm industry.'

Russell Willoughby,
Automatic Security Installation



How our CCTV solutions could help you

Solution	Sector
Improves town safety by reducing and preventing crime	Local authorities
Provides high quality images for evidence purposes	Local authorities/retailers/utility companies
Monitors, identifies and prevents ATM fraud	Banks
Monitors internal security and staff levels	Businesses and factories
Confirms out-of-hours deliveries at warehouses and stores	Retailers and manufacturers
Reduces shrinkage	Retailers

'The quality of the recorded image is absolutely crucial for a police application – it's quality first and then quality second. The BT Redcare digital storage solution delivers that quality and we have the option to simultaneously record the live feed at 25 frames per second as well as to record at a reduced frame rate from every camera.'

Richard Hoare, CCTV Manager, Sussex Police

How our Alarm Monitoring solutions could help you

Solution	Sector
Provides live footage inside premises if alarm goes off plus vital court evidence	Businesses/police
Identifies internal fraud through off-site real time access to CCTV cameras	Businesses
Police/fire brigade summoned as required to help protect your business/organisation	Businesses/schools/religious buildings
Satisfies insurance requirements through maximum protection	Businesses
Protects valuable stock against theft and arson	Retailers/suppliers

Mobile Data

We provide secure mobile data solutions to help organisations run their operations more profitably and efficiently, and help the emergency services react more effectively. We are endorsed by satisfied customers ranging from local authorities to the Metropolitan Police.

- Secure wireless communications network not affected by public service congestion.
- Network availability service level guarantees.
- Instantly accessible – devices ready to receive and send.
- No busy signals.
- No time-consuming call set-up or data activation procedures.
- Data can be securely communicated between control room and mobile emergency services personnel.
- Ideal for remote site and equipment monitoring, such as parking meters and ATMs and for vehicle tracking.

‘We considered other fleet management products, but they did not offer the service we were seeking. The flexibility of BT Redcare solutions also means that we can easily add extra functionality such as new vehicle diagnostics technology, differentiating us from our competitors quickly and effectively. There is no one in the fleet management market that offers us that level of service or flexibility.’

Gerald Clift, Commercial Director, McPhillips



RFID and barcoding – tracking assets and stock

As an operations or logistics manager, you are likely to be under constant pressure to improve your supply chain efficiency. BT Redcare’s RFID and barcoding services have helped companies such as Marks & Spencer, Worldwide Fruit and Laing O’Rourke achieve cost savings and protect profit margins. Whether you work in pharmaceuticals, retail, transport, aerospace or any other business, we have a solution for you.

- Track goods through the supply chain using RFID (Radio Frequency Identification) or barcode tags and readers.
- Manage stock levels in store and in the warehouse with up-to-the second accurate information.
- Receive timely and complete information about location and status of goods.
- Manage buyers and suppliers more effectively.
- Easily share information across the organisation through integrating with other business applications such as SAP and Oracle.



‘We chose BT because they shared our vision of the future of this technology ... and had the global presence, scale and authority necessary to work with us on this project.’

James Stafford, Head of RFID, Marks & Spencer

How our Mobile Data solutions could help you

Solution	Sector
Work scheduling, co-ordination and accessing suspect details	Emergency Services
Ideal for mobile ATM bank machines	Retail banks
Verifies card and transaction details securely	Retail banks
Plans routes more efficiently, monitors driver behaviour and saves money on fraudulent overtime claims	Fleet managers/ Local authorities
Provides vital information from the Police National Database and DVLA databases when stopping suspects on the road	Police

How our RFID solutions could help you

Solution	Sector
Increases visibility throughout the supply chain	Retailers, pharmaceuticals and transport
Accurate daily in-store stock checking	Retailers
Increased customer satisfaction	Retailers
Tracking plant and equipment	Construction, transport, oil and gas
Real time asset control	Aerospace industry
Supports manufacturing sequencing and scheduling	Automotive
Reduces stock-taking time	Retailers

Peace of mind, 24/7

BT Redcare has been a market leader for 20 years in fire and security markets and is a leading supplier of alarm signalling services in the UK. BT Auto-ID, a subsidiary of BT Redcare, is a world leading supplier of RFID and barcoding solutions. Around 400,000 shops, offices, hospitals and organisations can get on with their business safely and securely, thanks to us.

BT Redcare signalling solutions are backed by the insurance industry and comply with British and European Standards for intruder and fire alarm signalling up to Grade 4, which is the highest level of protection on the market. They are also approved by the Loss Prevention Certification Board (LPCB), the independent recognised body certifying security products.

To find out more about how BT Redcare has the solution to help your business or organisation, call us free on 0800 800 828, email redcare@bt.com or visit our website at www.redcare.bt.com.

‘A mindless act of arson could very well have cost us our livelihood. One weekend, when we were closed for business, a fire was deliberately started at our premises. The speed of detection by BT Redcare ensured that the damage was contained and kept to a minimum. The fire brigade arrived within minutes and they were able to save our building, the business we had worked 15 years to build and the jobs of our team.’

Dorothy Hatfield, Mentor Business Systems Ltd



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