

Serving the market with integrated, intelligence-driven security solutions

The physical security market has outstripped the growth of the world economy for the last five years and independent research company Memoori forecasts that it will increase its rate of growth over the next five years, despite the fears of a global recession starting in 2020.

The demand for physical security has been built on the theory that terrorism, crime, theft and safety must be controlled and that physical security products and services are vital to ensure that this can be achieved. However, there is more than just this premise to consider, as the industry works hard to provide additional value to end users and thereby create further demand.

A number of trends have emerged in the past few years and look set to dominate in the next five years:

- Integration between all security systems (perimeter, access control, guarding technology and surveillance), as well as with other building management solutions, underpins successful security.
- AI (artificial intelligence) video analytics software and the Internet of Things (IoT) business. This will be a recognised platform to open up more opportunities for security products and ACaaS (access control as a service) and VSaaS (video surveillance as a service) will become mainstream.
- Mobility is critical for physical security and is emerging through the development and use of cloud-based services, as well as the ability to access security devices through a smart phone or Web-based browser.
- Access control management will become more than just cards and doors. It is increasingly becoming more about managing the identities of people who interact with the organisation.
- Security systems are now not only being used for security purposes. Today, users are increasingly demanding added value from their security product and service providers through the mining of data to enhance the organisation and its entire systems portfolio.
- Cities everywhere are looking for ways to use a growing network of connected sensors (cameras, streetlights, etc.) to build better and safer urban experiences. This requires collaboration between all stakeholders.

“Bidvest Protea Coin is invested in anticipating and driving trends to provide our customers with the best possible technology and services to meet their unique needs. In the four decades we have been in business, we have seen tremendous growth in the industry as organisations realised the benefits of marrying physical guarding with security technology. Our growth trajectory mirrors the fundamental evolution of the industry,” says Bidvest Protea Coin CEO Cotsa Diavastos.

He points out that security is not a case of ‘one-or-the-other’ with regards to manpower and technology. “We do not anticipate, at least in the next few decades, that manpower will be eliminated from the equation, but we do see it as a critical prerequisite that guarding and control room personnel undergo rigorous training and have the correct personality and behavioural characteristics required for these very demanding positions.”

As a leading provider of integrated, intelligence-driven risk management services, Bidvest Protea Coin is the company of choice in the provision of: guarding services, close protection, investigations, special operations, risk assessment, tactical units, cargo protection, technical security system installations, K9 services, airwing and drone support. The company also provides off-site monitoring and surveillance from its state-of-the-art SAIDSA-accredited control centre.

The control centre makes use of a physical security information management platform (PSIM), which is able to receive alerts, alarms and information from numerous different systems, thus converging multiple events, incidents and intelligence from different systems onto one platform.

The software platform has the built-in intelligence (AI) to analyse and predict. It is also open and scalable, making it easy to accommodate the pace and ever-changing requirements of the market.

Business intelligence is now perceived as a value-add of security-derived data and Bidvest Protea Coin is well placed to leverage this data through its experienced investigations division. This information gathering not only allows the company to assess information, connect the dots and identify trends against the thousands of profiles and entries on its system for improved crime fighting, but furthermore adds value to customer business operations through the acquisition of critical data.

The differentiator of successful security companies is the ability to quickly and readily adapt to the constantly evolving demands of the market. “Our success is built on the foundation of developing an environment that fosters and encourages a collaborative relationship between all stakeholders to ensure maximised security and operability of our customers’ businesses,” says Diavastos.