



Royal Arsenal SE18, 2500+ flats, installed and maintained by NACD.

## MAINTENANCE SERVICES

*for the safety and security of your properties*

**SERVICING • EMERGENCIES • MONITORING**



## Delivering visitor door entry and building security solutions for over 30 years

We provide and maintain building security products and services in residential buildings, and commercial, industrial and retail premises. We are proud of the long term trust relationships that have developed into partnerships with major housing associations, property management, and building companies. They know they can rely on NACD for make-sense cost fair solutions.



### Our commitment to our clients

Our goal is to be the market leader in providing logical product solutions and services at fair prices for your buildings.

We want you to want to use us.

- ✓ Honesty and trustworthiness
- ✓ Reliability
- ✓ Accurate timely reporting
- ✓ Responsibility and accountability
- ✓ Communication
- ✓ Knowledge and experience
- ✓ Fair pricing always

# 24/7

### Emergency call outs

We offer support 24 hours a day, 7 days a week to help you with your building security emergencies. With our fleet of service vehicles, we can respond to emergencies quickly.

# Building strong long-term relationships

Going above and beyond to ensure that we deliver the highest level of service in line with our core values.

“ Since joining Mount Anvil in October 2017, NACD have played a key part in delivering the Keybridge House Development access control, security and CCTV scheme from concept design to commissioning of the various residential handovers. All aspects of the project; quality, cost value (betterment through engineering innovation), and planning were recognised and this provided Mount Anvil with the cultural values alignment we needed to achieve our goal of constructing a product which gives our customers’ immense satisfaction.

NACD have also been involved from the early stages of the Phase 2 Keybridge Scheme. Mount Anvil have had the benefit of close contact with NACD design and production at their factory where the systems are set-up and then refined to align with feedback of security strategy developments.

The early engagement between MEP consultants, D&B M&E contractors and NACD to develop and build compliant, comprehensive and operationally sound security platforms meeting cost plans is the type of partnership we want in order to provide better living in London.

”

Sat Lola, M&E Project Manager



Contact us for further information

☎ 01442 211848

✉ [maintenance@nacd.co.uk](mailto:maintenance@nacd.co.uk)

# Delivering a comprehensive range of services

## First class customer service

You will be partnered with an experienced and motivated team within our Service Department, who will familiarise themselves with your needs and sites.

You will receive service call reports, evaluations and recommendations when needed. You will also be provided with access to our portal for real-time and historic feedback.



We judge our performance on the percentage of “first visit fixes” achieved

## Our health and safety responsibility

We have all the necessary industry accreditations and certifications. Our engineers undertake regular technical and health and safety training. We take staff development very seriously.

## Real time reporting

Our vans and engineers are equipped with the latest tracking and communication technologies. Real-time monitoring of jobs via our interactive screens in our offices means our teams can be as efficient as possible and can provide you with timely feedback.

## 24/7 coverage

With our own fleet of service vehicles and a 24/7 Service Helpdesk, a full emergency service is available at all times.

## Minimising our environmental footprint

We operate with a social conscience and aim to minimise our environmental impact. Our fleet complies with the latest emission standards. Our diesel vehicles are Euro 6 compliant, and we have introduced a number of electric vehicles with dedicated charging points at our offices and warehouse/production facility.

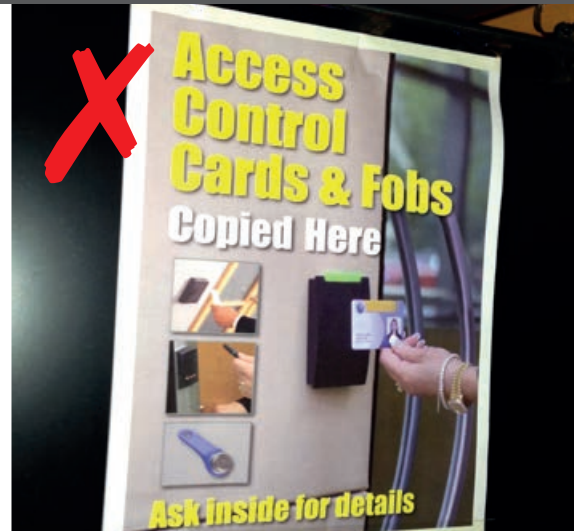
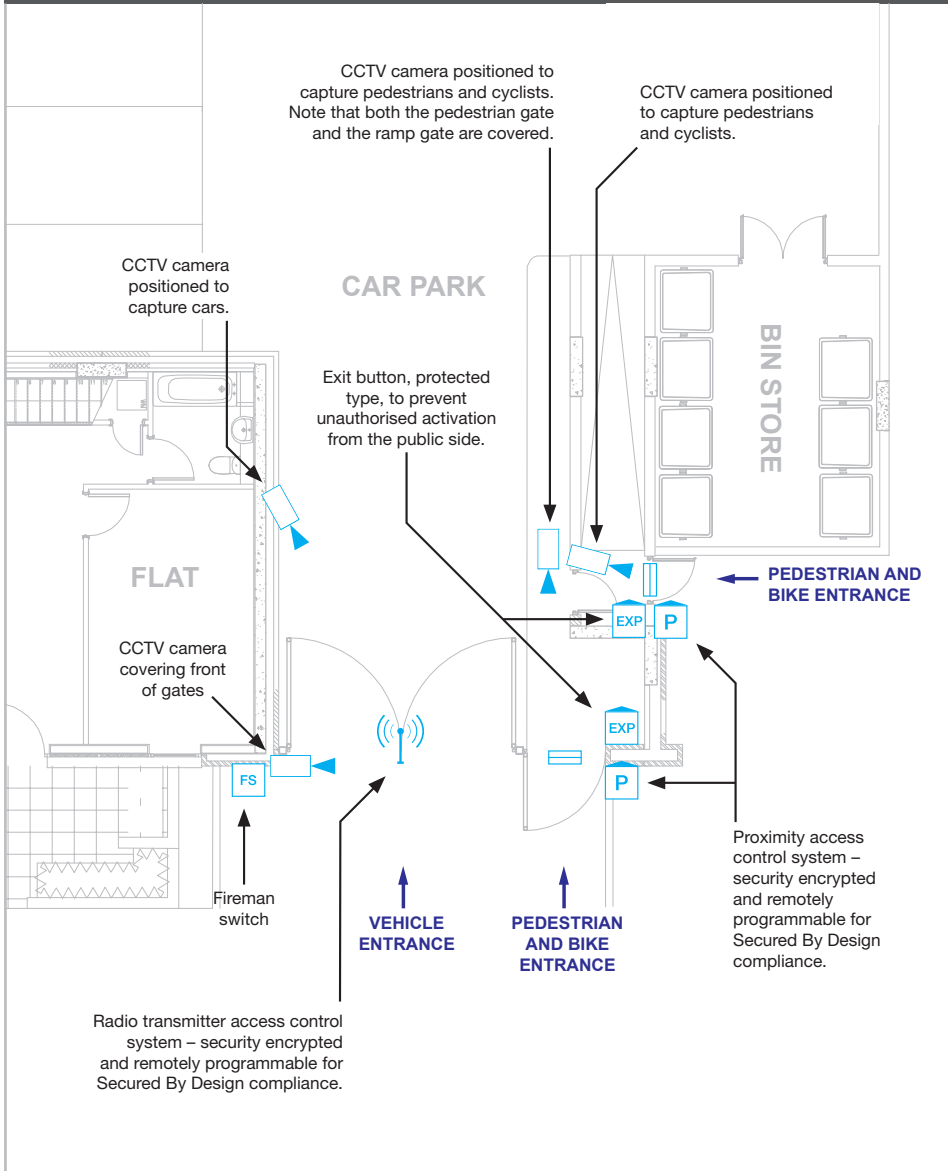
## SITE SURVEYS

Our technically skilled project managers will survey your site to assess your requirements and to advise. We inspect existing equipment (if applicable) mechanically, electrically and operationally and provide a report with recommendations, and quotation options.

## PROJECT DESIGN

We work for the largest builders providing operational security and communication systems for many of the largest development projects in the UK. We can work from third party designs or provide a total design, installation and commissioning package. We have the knowledge base and experience to take full responsibility.

# PROJECT DESIGN & EQUIPMENT RESPONSIBILITY



## GUARANTEED ANTI-CLONE PROTECT™

A screenshot of a web-based access control log from the URL <https://www.baticonnect.com/society.php>. The log displays a table of events:

Date & time	Device	Device type	Result
2018-06-24 08:14:07	CENTRALE : Door 1 (Panel)	Open by proximity fob	Opening
2018-06-24 08:14:17	ANDY4G : Office Panel Test	Access by code	Opening
2018-06-25 08:12:44	CENTRALE : Door 1 (Panel)	Suspected APASS forgery	Opening DENIED
2018-06-25 08:12:49	CENTRALE : Door 1 (Panel)	Open by proximity fob	Opening
2018-06-25 08:13:05	CENTRALE : Door 1 (Panel)	Suspected APASS forgery	Opening DENIED
2018-06-25 08:13:09	CENTRALE : Door 2	Open by proximity fob	Opening
2018-06-25 08:13:09	CENTRALE : Door 3	Suspected APASS forgery	Opening DENIED
2018-06-25 08:13:14	CENTRALE : Door 4	Open by proximity fob	Opening
2018-06-25 08:16:26	CENTRALE : Door 1 (Panel)	Open by proximity fob	Opening DENIED

## INSTALLATIONS

Our projects department automatically steps in when it is a new installation that requires a full survey, creation of site specific drawings, production of control equipment, installation and full commissioning.

## REFURBISHMENTS

We are experienced at recognising when existing visitor door entry and CCTV video surveillance security systems can be economically refurbished to provide ongoing effective operation. We are here to assist.

## PLANNED SERVICING

Regular planned preventative maintenance with proof of attendance and reporting is essential to ensure the security and safety of your building. It also increases the lifecycle of the equipment installed. This is a huge part of what we do for all the major housing associations and building management companies.

## EMERGENCY CALL OUTS

Buildings need to be kept secure and safe. Security systems can fail and an appropriate response must be available at all times. Technical support to evaluate, remote monitoring and control, and when necessary emergency engineer on-site attendance must be available 24/7.

## AFTERSALES SERVICES



Client training session

## COMMISSIONING

Full commissioning means that you receive confirmation that the installation, in addition to compliance with the equipment manufacturer guidelines, complies with all the relevant NSI, SSIP, Secured By Design and electrical safety requirements. Handover includes training and connection with our maintenance department support team.

## CLOUD-BASED MONITORING

Our BATICONNECT® CLOUD and ICON CLOUD portals provide real-time remote management of all your sites. You can easily monitor, program and control access control security on any number of buildings 24/7/365 from your own internet enabled devices, no software required.

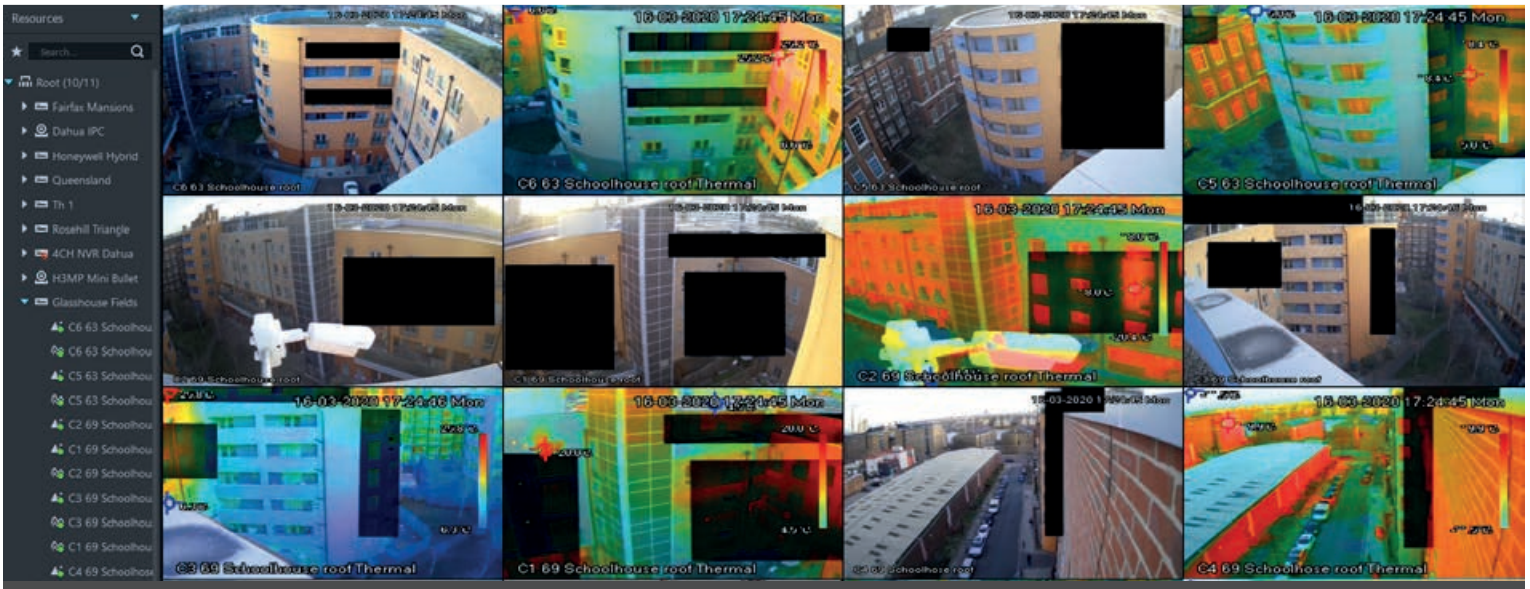
## VIDEO ANALYTICS

Video surveillance systems produce massive amounts of video, most of which is never watched or reviewed. As a result, suspicious behaviour and security threats are not detected in time to prevent incidents. Video analytics software analyses this data to flag potential problems and take further actions such as notify staff, record

suspicious activity or trigger other equipment such as gates or barriers.

The many benefits include IT cost savings, time savings, crime prevention, license plate recognition, and vehicle and people counting to manage car parks and communal spaces.

## CCTV SYSTEMS



## THERMAL CAMERAS

Thermal cameras, which do not require a light source, are excellent for providing enhanced coverage in diverse environments, such as those with harsh conditions or extreme darkness. In addition, thermal cameras have long range detection and temperature measurement capabilities, allowing them to be

used in conjunction with visible light cameras to achieve all-weather, comprehensive surveillance.

Thermal cameras are widely used to assist in perimeter protection, protection of key components (electrical facilities, fuel pumps, etc.), over-heating of critical infrastructure, fire detection etc.

## DELIVERING SECURITY SOLUTIONS

NACD specialises in the manufacture, project design, installation, commissioning, service and repair of security systems.

## OUR PRODUCT RANGES

- BATICONNECT® CLOUD
- ICON CLOUD
- CCTV video surveillance systems
- Thermal CCTV protection detection
- IPGUARD® 4G/IP/GSM Smart Video Door Entry
- INFINITI IP Video Door Entry
- IPVIEW IP Video Door ENTRY
- NPH video door entry
- Access control
- Building satellite TV installations
- Equality Act compliance product solutions
- Powered doors
- Contract and planned maintenance
- Emergency 24/7 building security systems support



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