



# Instant Security Systems

Advanced Security Solutions:  
Industry-Ready for Your Peace of Mind

Company Profile 2024

Established,  
reliable, privately  
owned company  
with over 38  
years experience.



At Instant Security, we have solidified our position as one of **Australia's foremost authorities**. Our headquarters in Brisbane, Queensland, serves as the epicentre of a security network that extends across the nation.

We are recognised as **Australia's largest privately-owned ASIAL Certified Grade A1 Monitoring Centre**, with strategic offices in Toowoomba, the Gold Coast, and Townsville. Our reach spans the entire continent, catering to a diverse and satisfied clientele.

## SECURITY GRADING

**Instant Security alarm monitoring centre has achieved **Grade A1 certification to the new Australian Standard AS 2201.2 2022.****

**Instant Security is currently only **one of three security monitoring providers in Australia (and the only in Queensland)** to have achieved this certification following a comprehensive audit undertaken by ASIAL.**

Grade A1 certification confirms compliance with the new Australian standards AS 2201.2 2022, which replaced the previous standard issues in 2004. The new standard encompasses new requirements for cyber security, IT infrastructure, document management, ISO compliance, maintenance, building structure and staff training.

With the significant changes in the electronic security industry over the last twenty years and increased vulnerability of IT infrastructure, the new AS 2201.2 2022 requirements ensure industry best practice and are essential in delivering future reliable security monitoring services.

Moreover, to guarantee seamless business operations in the rare occurrence of a significant incident or disaster, Instant Security maintains an autonomous, secure off-site backup monitoring facility.

## OUR MISSION

**We have always been determined to be one step ahead and 1% better each day. We're all about making real solutions that are proven to work.**







PIONEERING SECURITY EXCELLENCE

## 1. A Legacy of Trust

Since our inception in 1985, we've earned an unwavering reputation for reliability, efficiency, and technological prowess. Our commitment to exceptional customer service has made us a trusted name within the community.

## 2. State-of-the-Art Monitoring

Our Monitoring Centre is a testament to our dedication to pioneering security technology. Built in collaboration with Australia's premier security industry experts, it stands as one of the most advanced of its kind in the country.

## 3. Stringent Quality Standards

Our monitoring operation undergoes regular assessment by the Australian Security Industry Association Limited (ASIAL), the peak industry body in Australia. This ensures compliance with the highest standards in structure, operation, and service delivery.

KEY INFO



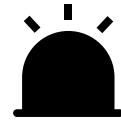
**264,000**

calls handled in 2022



**6,700**

patrols dispatched in 2022



**449,000**

burglary alarms actioned by  
our monitoring facility in 2022



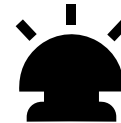
**38+**

Years of operation



**100+**

Staff Members



**8,500**

Hold Up Alarms Actioned  
in 2022



OUR DEDICATED TEAM

43 Years

Owner / Director

10 Years

Technical Manager

28 Years

Operations Manager

8 Years

Sales Manager

22 Years

Control Room Manager

17 Years

Accounts Manager

128 Years

*Serving for Instant Security*

Management Experience & Knowledge



#### OUR FOUNDERS VISION

“My vision is to **revolutionise the way security is perceived and delivered.** We aim to set new industry standards, innovate continuously and **ensure the protection of you and your assets.** Our team sits at the core of everything we do, embodying our values.”



## Comprehensive Security Solutions:

- ◆ **Back-to-Base Security Systems:**  
Our advanced security solutions provide real-time protection, monitoring, and swift response to keep your premises secure at all times.
- ◆ **Certified Grade A1 Monitoring:**  
Our Monitoring Centre is at the forefront of security technology, ensuring rapid response in emergencies.
- ◆ **Customised Security:**  
We understand that every client is unique. Our tailored solutions cater to your specific needs.
- ◆ **Exemplary Customer Service:**  
Our commitment to exceeding your expectations is evident in every interaction.

## Catering to Diverse Clientele:

Our extensive client base includes thousands of corporate and individual clients, with hundreds of outlets throughout Queensland and Australia. We take pride in our ability to provide effective electronic security solutions tested and proven daily.

## Join the Ranks of the Secure:

In an age where security is paramount, Instant Security stands as your steadfast partner in safeguarding what matters most to you. With our extensive experience, cutting-edge technology, and unwavering dedication, we offer a level of protection that sets us apart. Our legacy of trust and excellence continues to grow, ensuring that clients Australia-wide benefit from our unmatched security solutions.

When you choose Instant Security, you're not just getting a security system; you're gaining peace of mind. Discover the power of security through trust, innovation, and excellence with us. Welcome to a safer world with Instant Security.

We proudly monitor and service some of Australia's largest chain clients, including:



## WHY CHOOSE US

- ◆ **Passion** for Security
- ◆ **Authentic** and reliable
- ◆ **Tailored** Solutions
- ◆ We have a **24/7 National** Operations
- ◆ **Exceptional** Customer Service
- ◆ **Premium** Equipment
- ◆ **Nationwide** Reach
- ◆ **In-House** Monitoring Center
- ◆ **Remote Interactive** Features
- ◆ Over a Century of **Expertise**
- ◆ **70% Referral** Based Clientele
- ◆ **24/7 Service & Support**





OUR MONITORING CENTRE PROVIDE THE FOLLOWING SERVICES

- ◆ **Management of adhoc security personnel requests**
- ◆ **Conducts welfare checks**
- ◆ **Facilitates technicians sign on/off process**
- ◆ **Patrol alarm response dispatch facility**
- ◆ **After hours facilities contact centre**
- ◆ **CCTV monitoring**
- ◆ **Portable Duress systems with recorded audio**
- ◆ **Code alteration unit**



