



City of Parramatta & ICT

Parramatta's path to safety and success

Project overview.

To the west of Sydney's world-famous harbor in Australia, sits a vibrant urban hub that is going through unprecedented transformation and growth. The City of Parramatta is a major commercial area, often referred to as Sydney's second CBD. It's home to the Sydney Olympic Park, and the Parramatta Eels rugby league and Western Sydney Wanderers A-League soccer teams.

As the city expanded, so did the complexities of managing security at their wide range of public facilities. To address these challenges, the City of Parramatta needed a comprehensive, game-changing solution that worked with their existing infrastructure. They embraced ICT's Protege GX to enhance their security, provide operational efficiencies, and future-proof their system with ample integration and expansion options.



Location.

Sydney, Australia



Industry.

Government



Buildings.

110+



Users.

3500+

A closer look.



Our success in security management is largely due to the strong and reliable partnership with ICT.



- Mo Al Salemi, Security Platform Specialist at City of Parramatta

Project Highlights:

Before.

- > Fragmented security systems across multiple sites
- > Complex manual processes for security management
- > Difficulty in scaling security operations with city growth
- > Limited integration with existing subsystems
- > Unsuitable booking process for public facilities

After.

- > Centralized Protege GX system to manage 110 locations
- > Streamlined operations with reduced manual interventions
- > Scalable security solutions supporting city expansion
- > Seamless integration with HVAC, lighting, and more
- > Automated booking and access for public facilities



The story.

Managing security across approximately 110 diverse sites presented significant challenges for the Parramatta Council. These sites include office buildings, community centers, libraries, childcare centers, aquatic centers, and sporting clubs.

With over 3,500 users that include council staff and contractors, as well as many members of the public who access facilities daily, there was an obvious need for the efficiencies a single security system brings. It was also crucial that this system was reliable, as the council maintains a 24/7 security operation center to promptly handle incidents citywide.

Another struggle was how to effectively manage bookings for public amenities. Alongside access control and alarm monitoring for these facilities, integrating various subsystems, such as lighting and HVAC, further complicated the security landscape.

Products & Services.

- > Protege GX
- > DIN Rail Enclosures
- > Custom Floorplans
- > Building Automation
- > Booking System Integration
- > Integrated Alarms



Watch the video here



Centralize to control the future.

After a thorough review, the City of Parramatta decided to embrace a centralized Protege GX platform for their access control and alarm management. It also integrates with existing systems to provide the comprehensive security solution at scale that the council needed.

“As well as doing everything we need right now, like handle access and alarms across all locations” explains Al Salemi, “when we look at our future security systems strategy, it has all the integrations and lets us expand as required.”

“Our core operation, everything we have integrates with Protege GX, that is our foundation. We integrate all of the fire alarms into the system. And in case of emergency, we’re able to lock down our whole building with one click of a button. All of this feeds back into our Security Operations Center, and can be actioned or activated by them using Protege.”

A better way to book.

With public able to book facilities ranging from meeting rooms in Phive which houses the central library and council offices, to community centers and sports clubs, the need for effective booking management was immediately apparent.

Al Salemi and his team needed to ensure that the public could book facilities easily and securely, by synchronizing with Bookable, the city’s booking system – to automate access for public users during their scheduled times.

“We use a custom integration between Bookable and Protege GX across all our hireable sites. It allows the public to book any of our sites via the Parramatta Council website and it’s all automated from then,” says Al Salemi. “Once Protege has accepted the booking, it generates a 6 digit PIN, and the user will get an email within 45 seconds confirming the details.”

Eyes on for easy response.

A key pillar to keep cities like Parramatta safe, is maintaining a 24/7 Security Operations Center to manage and quickly respond to incidents when they arise.

“We do everything in house so we don’t outsource any security operations here at the council,” says Al Salemi. This means they’re looking to take advantage of any features to assist their in-house team.

“As we have over 110 sites, we can’t expect all our control room operators to have first-hand knowledge everywhere. So we have visual floor plans on the Protege GX dashboard to help them to understand the layout of all the facilities.”

“The operators get a pop-up telling them what has gone wrong and where. They will bring up the status and monitoring pages and have a look on the floor plan and when required they’ll also pull up the video feed.”

Providing operators with detailed floor plans and alarm pop-ups, and supplementing these with live CCTV feeds, allows for immediate incident response. These actions help Parramatta to stay secure and means residents can feel safe on city streets.

Simple system integrations.

Environmental factors were a consideration too, so that amenities like lighting and air conditioning would only be active during booked times. This meant integrating various subsystems like lighting, HVAC, hot water, and more to enhance useability and increase energy efficiency in facilities.

Al Salemi explains how easy the process is for hirers, “As soon as you enter a valid credential, the doors open, the lights, air-con, and all other systems such as hot water and AV turn on.”

“We’ve programmed things in the back end, such as allowing 15 minutes leeway on either end of the booking just to allow people to bump in or out of their events. And of course the alarms automatically arm at the end too. All of this integrates into Protege GX and is directly triggered from there.”

The outcome.

The implementation of Protege GX involved close collaboration between the City of Parramatta and ICT. The transition was managed carefully to ensure minimal disruption, with Al Salemi stating, “The support from ICT has been invaluable in maintaining seamless system operations across all our sites.”

“A successful day”

“We service a lot of clients, both internal and external, and we have a lot of different sites to look after. So, for our security to work seamlessly and have no issues keeping people safe, that’s a successful day for us. With the support of ICT and our internal team, we’re able to achieve that.”

Comprehensive training and ongoing support has further solidified the partnership and is central to the project’s success. “We have a great partnership with ICT, from vendor support to sales support,” Al Salemi emphasizes. This collaboration ensures continuous system optimization, reinforcing the city’s commitment to safety.

Enhanced operational efficiency.

The continued adoption of this ICT solution has led to transformative improvements in the city’s security operations. “Protege GX has been a pivotal element in achieving our security objectives,” Al Salemi shared, highlighting how the platform’s scalability and flexibility supports their large-scale operations, and accommodates the city’s growth and changing needs.

The seamless integration of Protege GX with existing infrastructure exemplifies ICT’s promise of providing good value. Now that security, facility management functions, and public bookings are all managed in a single platform, the city not only sees cost savings from better resource utilization, but also benefits from improved public accessibility and service delivery.

With centralized control and streamlined operations thanks to ICT’s Protege GX, Parramatta has reduced manual interventions and enabled rapid responses to alarms and incidents. Not only has Al Salemi and his team managed to enhance security operations, they have also reaffirmed The City of Parramatta’s role as a community leader, providing a safe and welcoming environment for all.



Our core operation, everything we have integrates with Protege GX, that is our foundation.



Mo Al Salemi, Security Platform Specialist at City of Parramatta

About ICT.

Founded in 2003 by Hayden and Rachael Burr, ICT began with a focused vision to provide innovative and easy-to-use electronic access control and security solutions. Over 20 years later, tens of thousands of companies worldwide use ICT products and systems every day, and our vision remains steadfast and engrained in all we do.

With headquarters in Auckland, New Zealand, we have a global presence and an international reach. Offices in Denver (USA), Toronto (Canada), Melbourne (Australia), the United Kingdom, and Hong Kong, provide full local sales, support and service to our clients and partners around the world.

Innovation is in our DNA.

With more than 40% of our staff dedicated to research and development, innovation is a core part of the ICT DNA. When you invest in an ICT solution, you can rest assured that your investment is protected by the best in the industry.

One solution, maximum value.

Our use of open technology allows our products to integrate seamlessly with your existing systems, providing a comprehensive solution that adds value to the infrastructure investments you already have on site.

From design to dispatch.

100% of the ICT products designed and manufactured in New Zealand at our state-of-the-art purpose built premises are subject to rigorous testing standards to ensure superior quality.

This is all backed up by sales, support, and training, and we offer a 5-year warranty across the DIN Rail range for our ICT Dealer Network Members, providing the perfect solution for your next project, regardless of scope.



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