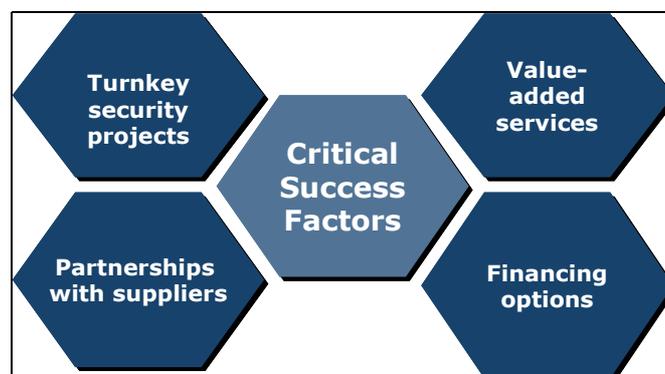


**2009 South African Security Systems and Services
Frost & Sullivan Product Line Strategy Award****IDtek Solutions**

The 2009 Frost & Sullivan Award for Product Line Strategy is presented to IDtek Solutions (IDtek) in the South African security systems and services market. The company has exhibited superior technical competence, support services and scalability, through its ability to integrate different security systems comprehensively from different suppliers in order to reinforce the security levels for its customers. This allows its clients to view, understand and manage their organisational risk profiles through a single technology interface.

Chart 1.1 provides IDtek's critical success factors in the South African security systems and services market for 2009.

Chart 1.1: Security Systems and Services Market: IDtek's Critical Success Factors (South Africa), 2009



Source: Frost & Sullivan

Value-added Services Offered to Customers

The company's combined management experience, ongoing research and development and constant drive to analyse industry, crime, security and risk trends resulted in the development of a broad range of products and services unique to the South African market, which conform to South African and international standards. The company offers installation and system integration of fire detection, CCTV, access control and intrusion detection alarms in the security space.

IDtek has developed a record of accomplishment in designing and installing integrated electronic risk based solutions for many of South Africa's most successful private and public sector participants. These services are backed by ongoing maintenance and repair contracts that enhance the efficient and reliable functioning of the installed base. By tapping into the maintenance market, IDtek has gained a foothold in the security industry and has allowed itself to develop strong relationships with its customers to have a firsthand understanding of their requirements.

The company has been involved in turnkey projects across all vertical industries that include pharmaceuticals, mining, manufacturing, banking, residential and the government sectors. IDtek does not have a 'one-size-fits-all' approach. It strives to deliver a customised technology-enabled solution for each customer, depending on the customer's security requirements and the type of risk it faces. Its solutions are customised to meet each client's specific needs, and provide sufficient standardisation to guarantee predictable outcomes.

Financing Options

The company offers finance options in the form of rental, lease and outright purchase agreements. Rental options are available through third party finance houses and may be financed over a period of 36, 48 or 60 months with zero percent escalation. Merchant West is one of the finance houses IDtek has been dealing with. Immediate cash savings and the associated tax benefits have made the rental programme very popular, especially in the current phase of economic downturn.

Partnerships with Suppliers

IDtek has partnered with some of its suppliers to ensure a reliable supply of its products. This has also allowed it to have access to some of the widely accepted brands in the security industry. Honeywell EBI, SAGEM, Impro, Pelco, Indigo Vision, Bosch, GE Security and VESDA are some of the suppliers IDtek has partnered with. These partnerships have enabled IDtek to have access to the best technologies available in the global security space.

The suppliers were selected following an in-depth industry research. The ability to offer professional and technical support, proven technologies, assistance in sourcing opportunities on a partnership basis are some of the attributes that influenced the IDtek's selection of suppliers.

The company's partnerships with suppliers have given IDtek the capacity and backing to easily integrate different security products. As each company has expertise and market leadership with respect to a specific technology, collectively IDtek is currently able to offer much more in terms of integrated security solutions. The company provides solution-based proven technologies that equip the clients' management to reduce the risk-related losses.

Turnkey Security Projects to Provide Total Security Solutions to Customers

IDtek has been involved in turnkey projects, where it has been able to provide total security solutions to its customers. The Airports Company South Africa (ACSA) and the Unilever projects are some of the turnkey projects the company partook.

In 2008, IDtek was awarded a contract by Airports Company South Africa (ACSA) to install biometric identity control technology in the restricted personnel areas of South Africa's largest airport, Johannesburg International. SAGEM's fingerprint biometric technology was used to authenticate the identity of more than 600 airport employees with access to secure areas of the airport's Air Traffic Navigation Control Department.

The installed biometric technology enabled IDtek’s client to enforce security and increase physical access control reliability while minimizing personnel access to restricted working areas of the airport.

Case Study

The Unilever Project

IDtek was commissioned to install security and building management solutions for food and detergent maker, Unilever in 2008. The project involved the construction of a 40 000 m² warehouse for food and detergent maker Unilever. The warehouse serves as the company's regional distribution centre.

The client required a comprehensive risk based solution with key elements comprising the following technologies: SAGEM, Impronet, Bosch Vidos, Caddx, VESDA, and Ziton.

Technological Measures

Type of Technology	Security Measure
Biometric control	To ensure that only authorised employees enter the facility and that correct information with regard to work hours is collected for payroll
VESDA	To detect any smoke in the facility at a very early stage before fire becomes unmanageable
Camera Surveillance	To record the movement of people, vehicles, audit trail of loading, visitor movement, health and safety compliance, weighing procedures, perimeter surveillance for intruders
Intruder Detection	To ensure that all high value assets are protected as well as people working after hours and no unauthorised entry

The primary benefit is that the client is currently able to control the entire operation from a single control room, with all alarms being directed through a single user interface, with a standard set of follow-up procedures and consistency in predetermined operating procedures. The technologies were selected based upon criteria of reliability, local support and proven track record.

The client is at present able to use one technology, for example, surveillance equipment to follow up on an alarm event from other technologies such as early warning smoke alarm on the VESDA fire system. In addition, certain alarms can be sent through to the building management system to direct certain consequences such as shutting down of any mechanical equipment that may cause the situation to further deteriorate. Furthermore, the system performs self diagnostics to notify the operator when certain components are at fault.

Source: IDtek Solutions

Conclusion

IDtek offers integrated solutions to safeguard assets, people and information by protecting, monitoring, detecting and responding to security threats. Commitment to sustaining client relationships is an IDtek priority, founded on the drive to ensure the long-term delivery of tangible risk-management benefits. This is endorsed by a proven track record of success supported by credible references from its clients. These cumulative factors make IDtek the deserving recipient of the 2009 Frost & Sullivan Product Line Strategy Award in the South African security systems and services market.

Award Description

The Frost & Sullivan Product Line Strategy of the Year Award is presented each year to the company that has demonstrated the most insight into the needs and product demands of its customers. The recipient company has optimized its product line by leveraging products with the various price, performance, and feature points required by one or more market segments.

Research Methodology

To select the Award recipient, the analyst team tracks end-user requirements and market dynamics within the industry. This process includes interviews with suppliers, end-users, and industry experts. The product lines are compared with customer base demands, and the top-ranking provider is then presented the Award.

Measurement Criteria

In addition to the methodology described below, there are additional criteria used to determine the final competitor rankings in this industry. The recipient of this Award will have excelled in one or more of the following criteria:

- Introduction of new products, strategically positioned to balance the product line
- Ability to accommodate different market segments, or different markets within an industry, by repurposing technology
- Enhancement of product offerings through optimization of packaging, service, delivery, financing, and/or other value-added services
- Strategic technology or marketing acquisitions or alliances

About Best Practices

Frost & Sullivan Best Practices Awards recognize companies in a variety of regional and global markets for demonstrating outstanding achievement and superior performance in areas such as leadership, technological innovation, customer service, and strategic product development. Industry analysts compare market participants and measure performance through in-depth interviews, analysis, and extensive secondary research in order to identify best practices in the industry.

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