YOUR SAFETY & SECURITY IS OUR PRIORITY

CCTV MONITORING
BY EXCEPTION

ALARM MONITORING

ARMED RESPONSE

CENTURY CITY SECURITY OPERATIONS CENTRE

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The Securitas Verification Dispatch Desk (VDD) currently monitors 184 cameras over 14 different sites in the Century City precinct. CCTV monitoring-by-exception remains a cost-effective technology solution that proactively identifies and generates real-time alerts, helping to prevent incidents before they even occur.

This technical solution enables the VDD Operators to manage and monitor via remote supervision premises where currently no existing security measures are in place and to remotely notify and assist onsite security staff of a verified alert. Using video analytic algorithms, the Video Management system observes and evaluates any incident alarm, whereafter it creates an alarm and an event-based video sequence for the VDD Operator. The VDD Operator can accurately identify the exact location and nature of the incident, allowing them to initiate the necessary response actions, such as Audio Fightback, Armed Response and SOC activation of the CCPOA integrated security infrastructure and response services.

The Security Solution offers intruder detection alarm monitoring by Zonewatch Security, Century City’s preferred alarm monitoring security service provider. This is performed via a dual monitoring system whereby all alarm signals are monitored simultaneously in Zonewatch Security’s off-site Central Monitoring Centre (CMC) as well in the Century City SOC.

Once an alarm has been verified, the Century City CMC operator dispatches the armed response to the premises. At the same time, the Century City SOC monitors the situation and surrounds via Century City’s network of CCTV cameras and security personnel and is able to provide immediate back up if required.

The third component of the Security Solution is dedicated armed response to patrol and react to the security needs of commercial businesses and residents that are linked to Securitas’s CCTV monitoring-by-exception and/or Zonewatch Security’s alarm monitoring services.

The armed response is provided by a Zonewatch Security dedicated response vehicle that is permanently based in Century City and is in radio communication contact with the Century City SOC to ensure all client security arrangements are reacted to quickly, effectively and efficiently.

Zonewatch Armed Response operates a unique dual vehicle policy, thus ensuring no operational downtime at shift change and maintaining a constant 24/7 focus in the precinct.


The SOC is the nerve centre of Century City’s safety and security operations and is in direct contact with Century City security personnel, SAPS and Council emergency services (including Century City’s two contracted City Traffic Officers as well as with other security services in the precinct.

Century City’s fibre based CCTV surveillance system with a network of controllable dome and fixed cameras linked to digital video recorders together with license plate recognition cameras at all entrances to Century City are monitored in the SOC. In addition, the expanded and integrated Security Solution provides for individual intruder detection alarm and CCTV monitoring-by exception alerts at both commercial buildings and residential developments being fed to the SOC. These multiple sources of data and information enable the SOC to ensure an appropriate tactical response to any incidents that are detected.

Securitas and Zonewatch Security now offer commercial and residential property owners and tenants a single dynamic and cost effective 24/7 Security Solution using cutting edge technology which seamlessly integrates and strengthens the existing security at Century City.

The Security Solution includes CCTV monitoring-by-exception, intruder detection alarm monitoring and armed response, all co-ordinated from the Century City SOC. This enables real-time integration and management of appropriate tactical responses to incidents.