Protec

A Bosch Company

Integrated Security Solutions

Contents

We are Protec

As a highly respected life safety systems integrator with over 55 years of experience, over 30 of these years we have become a leading name in security and technology integration, delivering state-of-the-art solutions for a wide range of building sectors. Protec employs around 900 highly motivated individuals offering the skills and professional expertise to provide innovative and reliable life safety and security systems protecting people, assets and infrastructure.

At Protec, we understand that security is more than just technology it's about trust, communication, and delivering solutions that meet the highest industry standards. Our integration into Bosch Building Technologies ensures we stay at the forefront of innovation, offering robust life safety systems tailored to the needs of both public and private sector clients.

From consultation and design, to installation, maintenance, and ongoing support, we provide a complete, end-to-end security package. Our expertise extends to high-security environments, including custodial facilities and critical infrastructure, where reliability is paramount.

Beyond the UK, the Protec name is trusted in over 70 countries through our Export Partners delivering our manufactured fire detection products globally. Whether it's safeguarding prestigious buildings or critical sites, we deliver cutting-edge technologies and unwavering service to our clients.

When it comes to securing your world, Protec is the name you can rely on.

Our Security Solutions

As an NSI Gold accredited leader in security solutions, Protec delivers state-of-the-art systems that integrate the latest IP and AI technologies with seamless access control, intruder detection, CCTV, and intercom systems. Our expertise ensures that every security solution is designed with precision, offering clients the highest level of protection and efficiency.

As a building integrator with an extensive supply chain, we have the flexibility to handpick manufacturers that align with our values of quality, reliability, and innovation. This allows us to offer truly bespoke security solutions, tailored to meet the specific needs of each client, whether in residential, commercial, industrial, or high-security environments.

Our commitment to excellence is reinforced by strict adherence to NSI and NPCC standards, ensuring every system meets the highest regulatory and operational benchmarks. With Protec, you gain an advanced security solution but also industry-leading best practices and compliance.
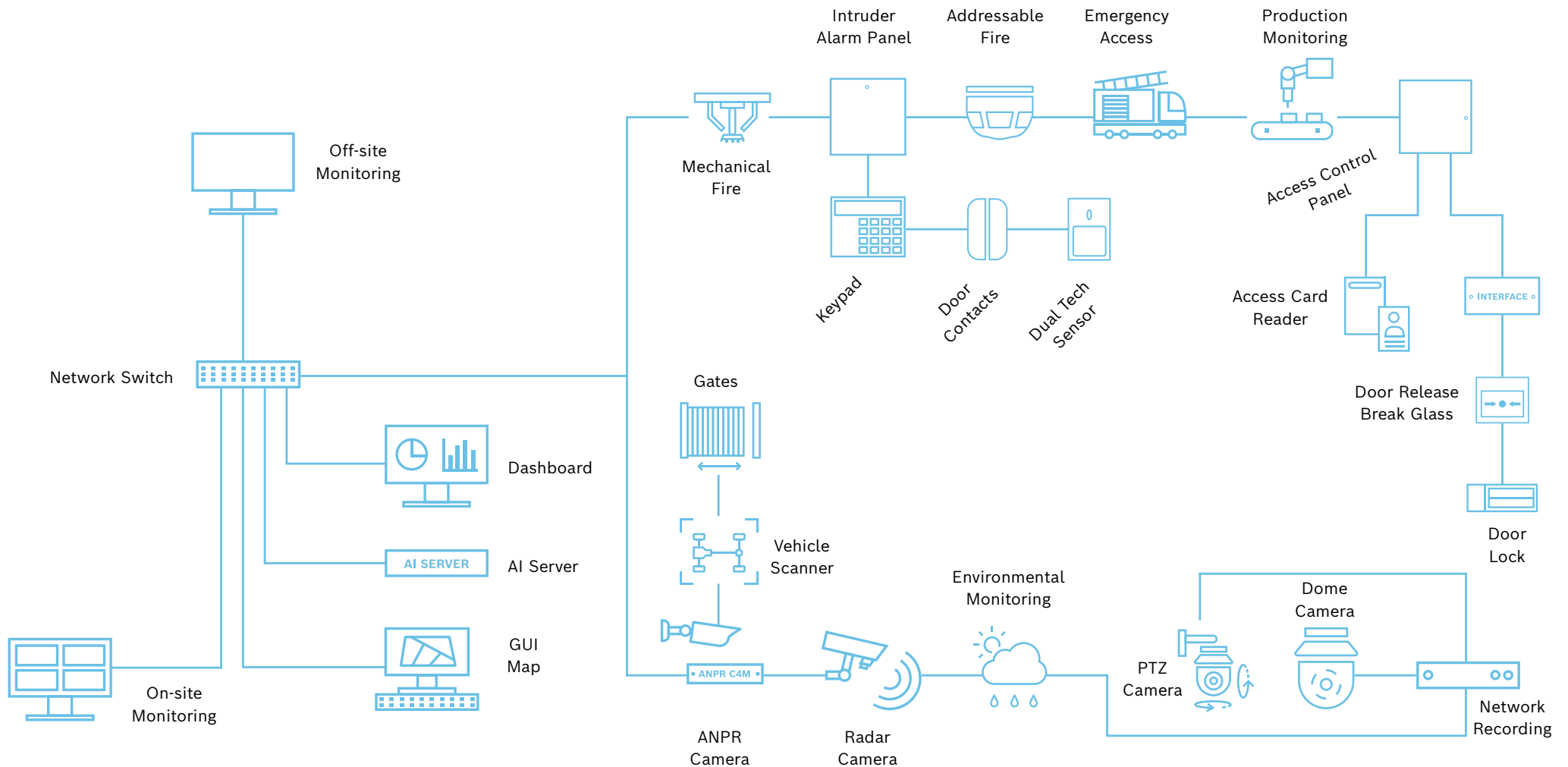
From the initial consultation and survey, to installation, maintenance, and ongoing support, our dedicated team is with you at every stage, keeping your security systems efficient, responsive, and reliable in today's ever-evolving security landscape.

A Holistic Security Approach

An integrated security solution is a dynamic platform that unites access control, intruder alarms, CCTV, alarm receiving centres (ARC), gates and barriers, creating a cohesive and highly effective security ecosystem.

These elements work in unison, enabling real-time monitoring, rapid response, and efficient management. Access control regulates entry, CCTV provides surveillance, and intruder alarms detect threats. The ARC ensures swift reactions to alarms, significantly enhancing overall security. This unified system approach offers comprehensive protection while streamlining operations for your premises.

Intruder Alarm Panel
Addressable Fire
Emergency Access
Production Monitoring
Off-site Monitoring
Mechanical Fire
Keypad
Door Contacts
Dual Tech Sensor
Access Control Panel
Access Card Reader
INTERFACE
Network Switch
Door Release Break Glass
Dashboard
Gates
AI Server
AI SERVER
GUI Map
Vehicle Scanner
Door Lock
Environmental Monitoring
Dome Camera
PTZ Camera
On-site Monitoring
ANPR C4M
ANPR Camera
Radar Camera
Network Recording

6

*for illustrative purposes only

A Complete Security Solution

Our priority is to deliver the best possible security solutions to our clients. We carefully select the most effective security products and manufacturers based on our client's specific needs. Our expert security team undergoes strict screening procedures to ensure your security system requirements and operations are always confidential and completely controlled. We offer a range of advanced security systems that are standalone or combined, as an integrated security solution to provide optimal security for your environment.

Integrated Systems

Software and hardware platforms for seamless security management for connected systems with ease. Intuitive graphical maps enable quick camera selection and emergency lockdown control.

Intruder Alarm

Intelligent control panels, movement detection, door contacts, panic buttons, and battery backup, that ensure reliable security for your site.

Access Control

Access Control and Intercom solutions designed to keep your premises secure, ensuring access is limited to authorised staff and visitors. All our systems meet the NSI Gold standard, Code of Practice NCP 109, and current electrical regulations, guaranteeing reliability and compliance.

CCTV

CCTV systems offer advanced security, remote access, and on/off-site recording, easily managed via secure web or app access. Compliant with NSI Gold NCP 104, they ensure reliable surveillance anytime, anywhere.
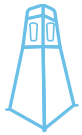
Rapid Deployment

Tailored rapid deployment CCTV and intruder alarm systems, provide fast, seamless installation and mobilisation. We ensure high-quality, adaptable security solutions to keep your premises secure.

Network and Data

We offer a full range of IT network and data solutions as part of our security packages, including design, installation, commissioning, and maintenance of dedicated networks for security systems.

Monitoring

We offer security systems linked to NSI Gold-approved monitoring, with offsite CCTV viewing and remote support. Our intruder and fire alarms include IP devices, circuit reporting, and remote diagnostics to minimise loss and disruption.
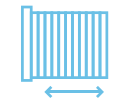
Gates and Barriers

Physical access control solutions such as motorised gates, barriers, speed lanes, turnstiles, and parking control, fully integrated with our access control, intercoms, and CCTV ANPR (Automatic Number Plate Recognition) systems for enhanced perimeter security.
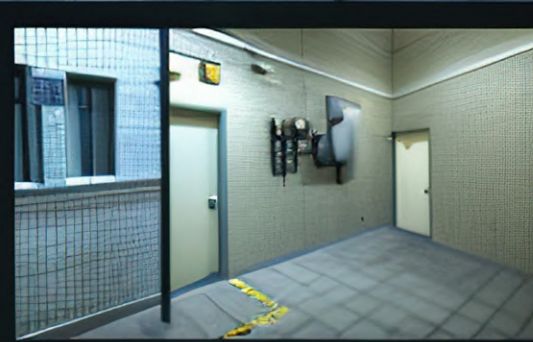
Integrated Systems

Unified Protection, Seamless Security, Effortless Monitoring.

# Seamless Protection with Efficient Management

An integrated security system automates responses to potential threats and centralises control, offering a higher level of protection while empowering your security team to act quickly and decisively. By combining a wide range of security technologies into a unified solution, integrated systems enhance overall protection, streamline management, and boost operational efficiency.

These systems connect key components such as, CCTV, access control, intruder alarms, fire detection, and even third-party monitoring systems, working in real-time for comprehensive security. This seamless coordination reduces human error, enhances response times, and ensures that every component works together harmoniously to secure your premises.

We provide expert design, installation, and maintenance of tailored integrated security systems to meet your unique needs. With our extensive experience, we provide cutting-edge solutions that integrate the latest technologies, ensuring seamless communication across all systems. We collaborate closely with you to identify vulnerabilities and deliver the best security combination, offering ongoing support to ensure your premises are consistently safeguarded.

With Protec, your security is managed under one unified platform, making sure protection is efficient, effective, and always in good hands.

PROTEC
18:26.40 Wed

Power
Info.
Ready
PROX
Omit
Service
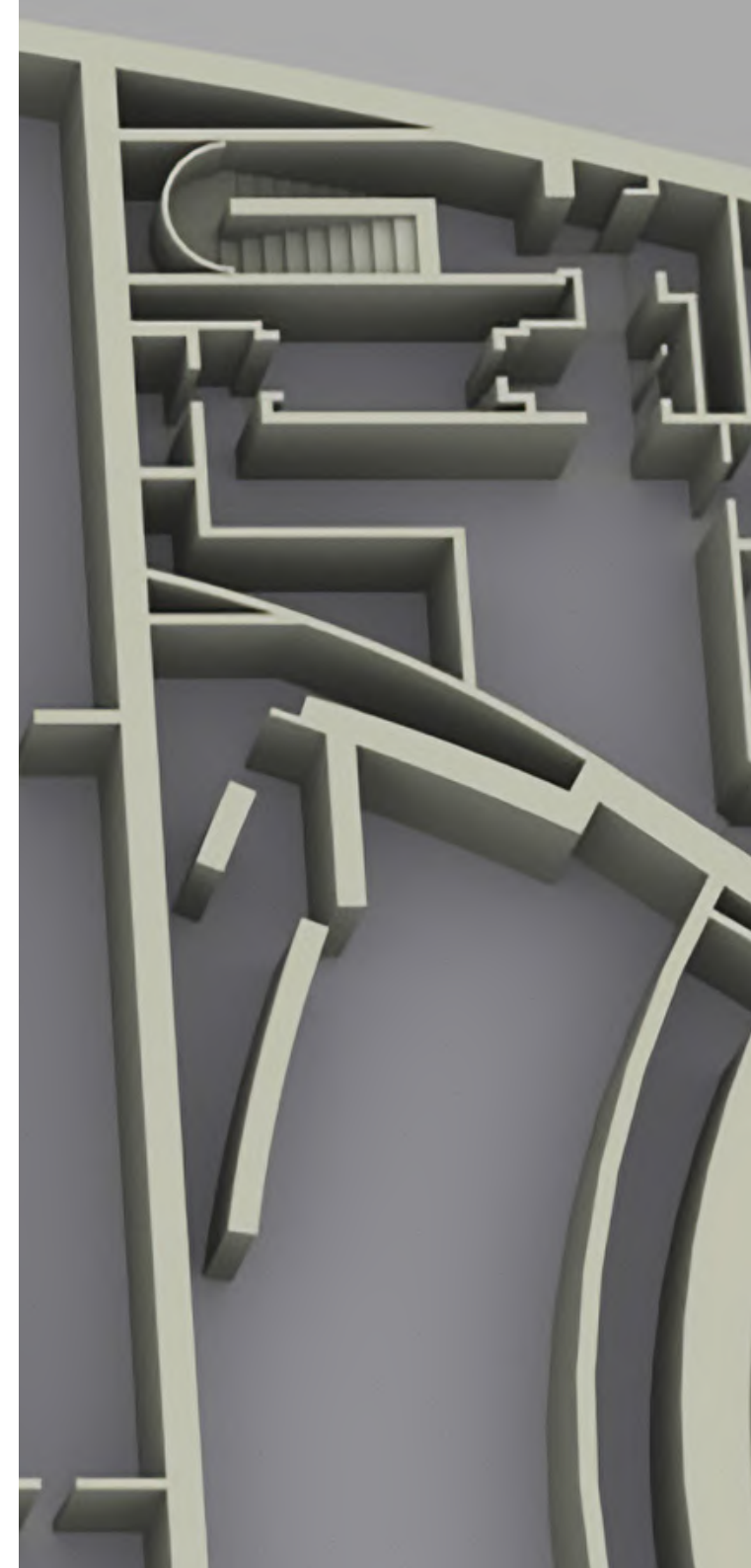
Intruder
Alarm

Swift Alerts, Immediate Response

Security You Can Count On

At Protec, we specialise in delivering advanced intruder alarm systems, designed to provide the highest level of security for your premises. Our systems adhere to the most stringent industry standards, including NSI 'Gold' and NPCC certifications, ensuring that you receive only the best in security solutions.

Our intruder alarm systems offer comprehensive protection, combining both audible alarms and remote signalling for immediate alerts. This dual-alert system ensures that in the event of a security breach, you are notified promptly, enabling you to take swift action or inform authorities.
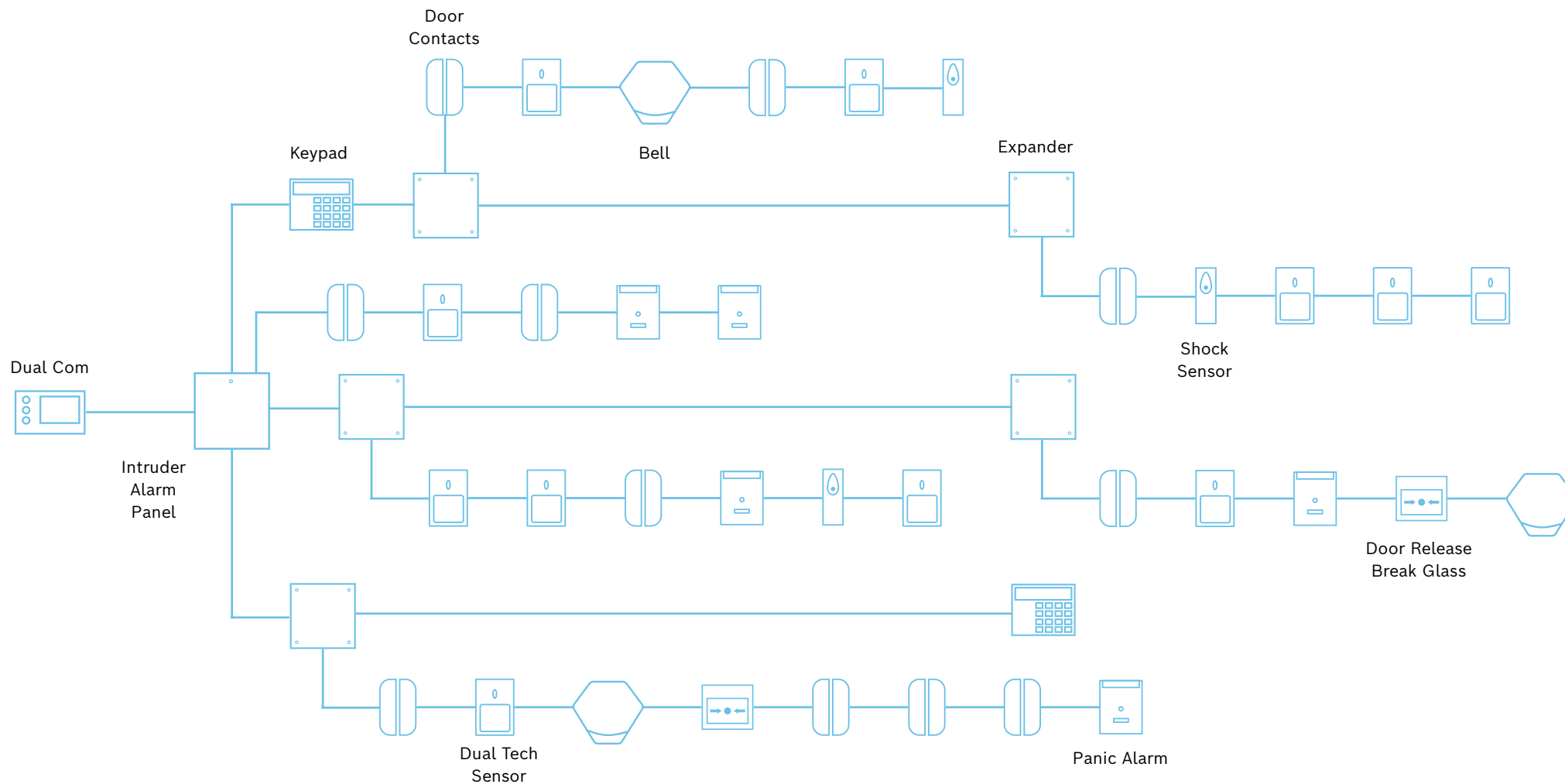
For added reassurance, our intruder alarms can be connected with police response services, ensuring that emergency help is always within reach when needed. This seamless integration offers peace of mind knowing that, should an intrusion occur, the police can be automatically notified, enhancing the overall response time and effectiveness of your security measures.

Our intruder alarm systems are designed to meet the unique security needs for each clients requirements, providing reliable, real-time monitoring and ensuring that your business and assets remain protected around the clock. With our tailored solutions and expert installation, you can trust that your premises are in safe hands with our cutting-edge intruder alarm systems.

Secure Your Space

An intruder alarm is crucial for safeguarding sites and businesses against unauthorised access. It acts as a strong deterrent to criminals, reducing the risk of theft, vandalism, and potential harm. Equipped with advanced sensors, and alarms, it provides real-time alerts to authorities, ensuring quick response. A well-installed system enhances security. By proactively preventing intrusions, it helps protect valuable assets, personal safety, and overall property integrity.

Door Contacts

Keypad

Bell

Expander

Dual Com

Intruder Alarm Panel

Shock Sensor

Door Release Break Glass

Dual Tech Sensor

Panic Alarm

What Makes an Intruder Alarm System?

An intruder alarm system is a security solution designed to detect unauthorised entry into a property. Made up of multiple crucial components once triggered the system activates an alarm, sends alerts, or notifies security personnel. With features like battery backup, they ensure continuous protection, making them ideal for businesses, and high-security areas.

Intruder Alarm Panel

The central control unit of an alarm system, responsible for managing and monitoring the various components of the system.

Dual Tech

These detect movement within a protected area, using technologies like passive infrared (PIR) or microwave sensing to identify potential intrusions and trigger an alarm.

Door Contacts

These security sensors are installed on doors which detect when the door is opened or closed, triggering an alarm if the contact is broken, indicating a potential unauthorised entry.

Sounders

A high output audible device placed inside or outside a property that emits a loud noise when the intruder alarm is triggered, alerting occupants to a potential security breach. These can come complete with beacons which give a visual indication of an alarm activation.

Panic Alarm

An emergency device designed to trigger an instant alarm when pressed, alerting security or authorities to a potential threat or emergency.

Shock Sensor

A shock sensor detects vibrations or impacts caused by forced entry, triggering the intruder alarm system to alert occupants or security services.

Keypad

A keypad enables users to securely arm or disarm the intruder alarm system by entering a personal code, providing controlled access, enhanced security, and user-friendly operation.
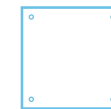
Expander

An expander increases the input or output capacity of an intruder alarm system, allowing connection of additional devices, for greater coverage and flexibility.

Types of Intruder Alarm Systems

Our graded advanced intruder systems deliver reliable protection with intelligent control panels, motion sensors, door contacts, and panic buttons. Designed to suit any application by providing continuous monitoring and instant alerts. Featuring battery backup and high-quality components, they ensure dependable security even during power outages.

To meet the growing demand for quick deployment and the protection of heritage buildings, we offer cutting-edge wireless systems, combining flexibility with robust security.
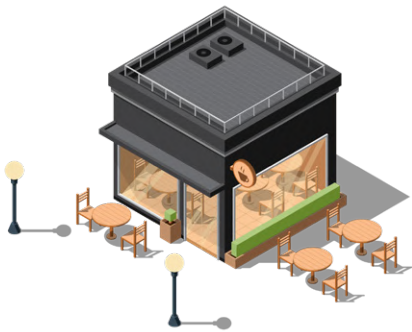
Grade 2 - Low Risk

Suited for small commercial properties with valuable items. These alarms protect multiple entry points and deter intruders with some alarm system knowledge and specialist tools. Recommended for small retail stores, offices, medical practices, art galleries, and warehouses storing goods or sensitive information.
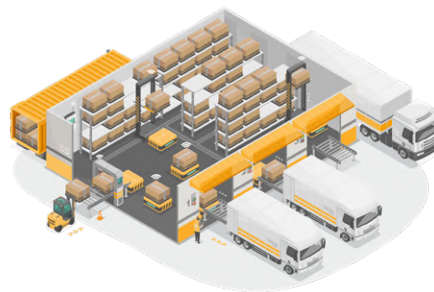
Grade 3 - Medium Risk

Designed for medium risk properties and experienced intruders with advanced tools and electronic devices. These wired-only systems offer full protection for all entry points and are suited for high-value properties. Grade 3 premises can include luxury retail stores, investment firms, department stores, large warehouses, and museums. With greater threats from skilled intruders, Grade 3 alarms ensure advanced, reliable security where valuable assets are stored.

Grade 4 - High Risk

Offer the highest level of security, protecting properties at extreme risk from highly organised, professional criminals. These intruders may attempt entry through ceilings or floors and possess advanced tools and expertise. Grade 4 systems are used where security is paramount, such as government facilities, data centres, national banks, high-security R&D sites, and museums with priceless collections. They provide comprehensive protection against all intrusion methods and threats.

Types of Panic Alarm Systems

A buildings intruder alarm system can be re-purposed as a panic alarm system which can be used during operational hours. By doing this it becomes a critical security system designed to provide immediate alerts in an emergency. These alarms can be either wireless or hardwired, offering flexibility for different environments.

Panic alarm solutions help protect staff and visitors by ensuring that emergency situations are detected and responded to swiftly, enhancing overall safety and security.

Wireless Panic Alarms

Ideal for locations where cabling is impractical, ensuring quick deployment and reliable operation.

Double Press Buttons

Dual activation alarm buttons add an extra layer of security by preventing accidental triggers. This requires the user to press the panic button twice within a short time frame to send an alert, reducing false alarms while ensuring a rapid response when needed.
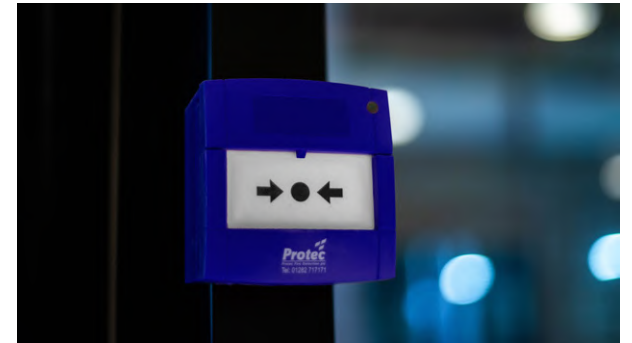
Manual Call Point

A simple activation for an emergency activation, commonly used in high-risk areas. When the frangible element is pressed, an immediate alarm is sent to security teams or emergency services.

Access
Control

Control Who Enters. Protect What Matters

Smart, Secure, Seamless

At Protec we offer state-of-the-art access control and intercom solutions designed to give you complete confidence in who can access your premises. Whether you need to secure a single building or multiple locations, our scalable systems integrate effortlessly with your existing infrastructure, keeping everything running smoothly while ensuring maximum security.

Our solutions make managing access simple and efficient, allowing only authorised personnel and visitors to enter. With real-time monitoring, remote access, and customisable security settings, you stay in control no matter where you are. Every system we install meets the highest industry standards, including NSI 'Gold' certification, NCP 109 compliance, and the latest electrical regulations, so you can trust that your security is both reliable and fully compliant.

Great technology is just the beginning. We provide ongoing support and maintenance to ensure your system runs smoothly for years. With our expert team, you can stay focused on your business, knowing your premises are secure.

Access Solutions Designed for Safety

Access control is an essential security measure that manages who can enter or exit specific areas within a premises. Using keycards, biometric scanners, or PIN codes, these systems ensure that only authorised individuals gain entry, protecting sensitive areas from unauthorised access.

Access Card Reader

Biometric Reader

Monitoring Contact

Secure Network

Access Control Panel

On-Site Monitoring

Off-Site Monitoring

INTERFACE

INTERFACE

Interface

INTERFACE

RTE

Break Glass

Lock
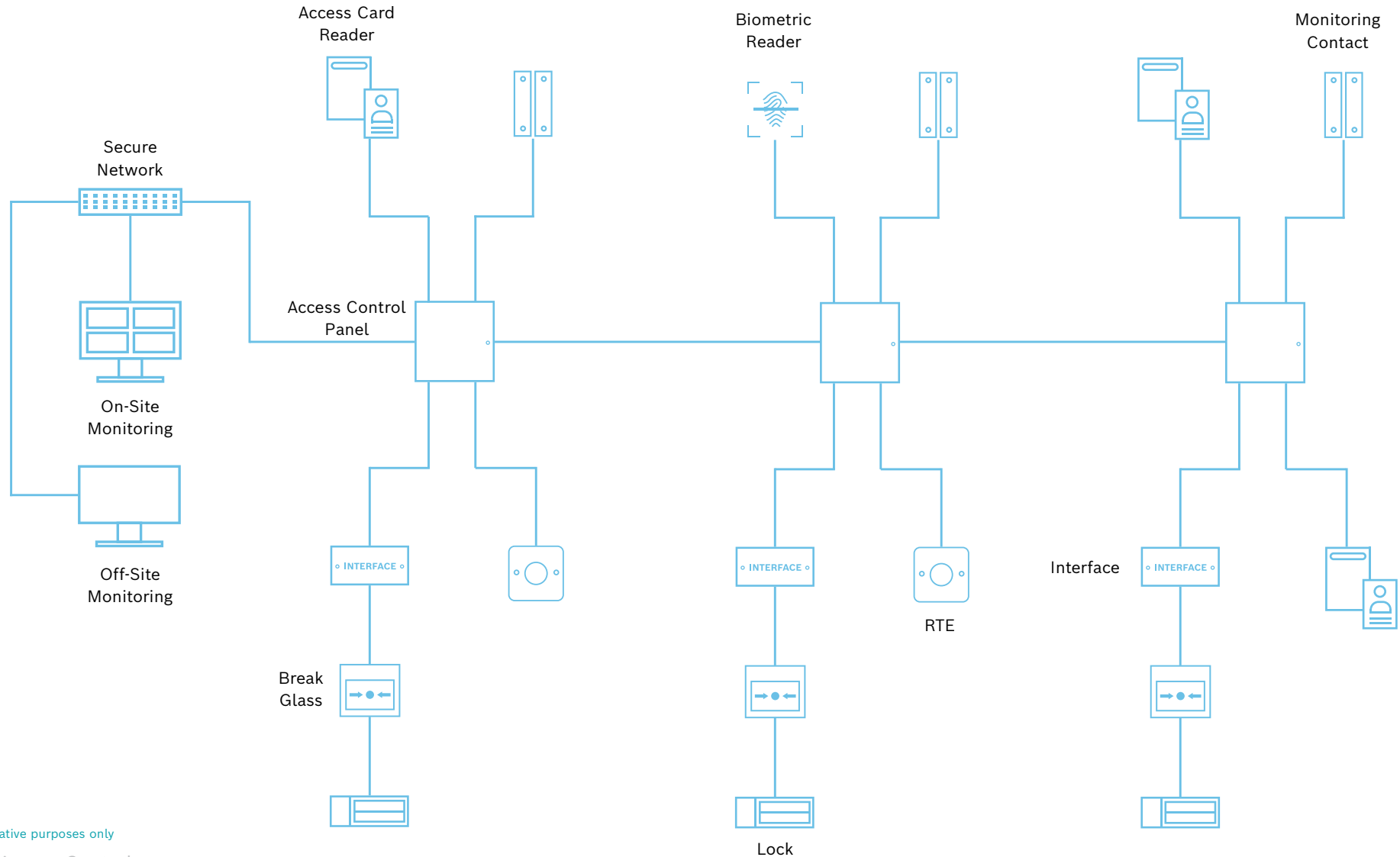
Regulating Entry, Enhancing Safety

An access control system is a security solution designed to regulate entry into a property, allowing authorised personnel access while keeping out unauthorised visitors. It consists of multiple key components that work together to ensure seamless and secure entry management. With features like battery backup, these systems provide uninterrupted protection, making them ideal for businesses and high-security environments.

Control Panel

The control panel is the core of the system. It manages all the data and communicates with other devices to grant or deny access.

Card Readers/Keypads

Verify the identity of individuals trying to access a secured area. Card readers use keycards, fobs, or RFID tags, while keypads require a PIN code.
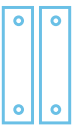
Biometric Scanners

Scanners which use unique biological traits such as fingerprints, facial recognition, or iris to access high security areas.

Electric Locks

Control access to doors and are typically activated by the access control system. Types include magnetic locks, electric strikes, and solenoid locks.

Monitoring Contacts

Monitoring contacts detect door status such as open, closed or forced, enabling real time alerts, logging events and enhancing overall security and access management.

Exit Devices (RTE)

Release doors from the inside, allowing authorised users to exit freely. Common types include push bars and motion sensors.

Fire Alarm Interface

These are used to release or secure doors during an emergency activation.

Green Manual Call Point

A Manual Call Point (MCP) in an access control system allows users to trigger an emergency door release, ensuring quick and safe exit.

CCTV
Systems

Smart Surveillance for Total Security

Surveillance That Works For You

CCTV is an essential security solution that uses advanced video cameras to monitor, record, and transmit footage within your property. This footage is securely sent to designated monitors or recording devices, accessible only by authorised personnel, ensuring both real-time surveillance and the generation of archived recordings for future reference. These recordings are critical for immediate security responses and long-term evidence collection, making CCTV an indispensable part of any effective security strategy.

CCTV systems provide unmatched security, by monitoring high-risk areas, they help deter crime, detect suspicious behaviour, and prevent theft, vandalism, and unauthorised access. The mere presence of cameras often acts as a powerful deterrent. In workplaces, CCTV ensures employees follow safety protocols, and serves as a reliable tool for verifying incidents, assisting with insurance claims, legal disputes, or internal investigations.
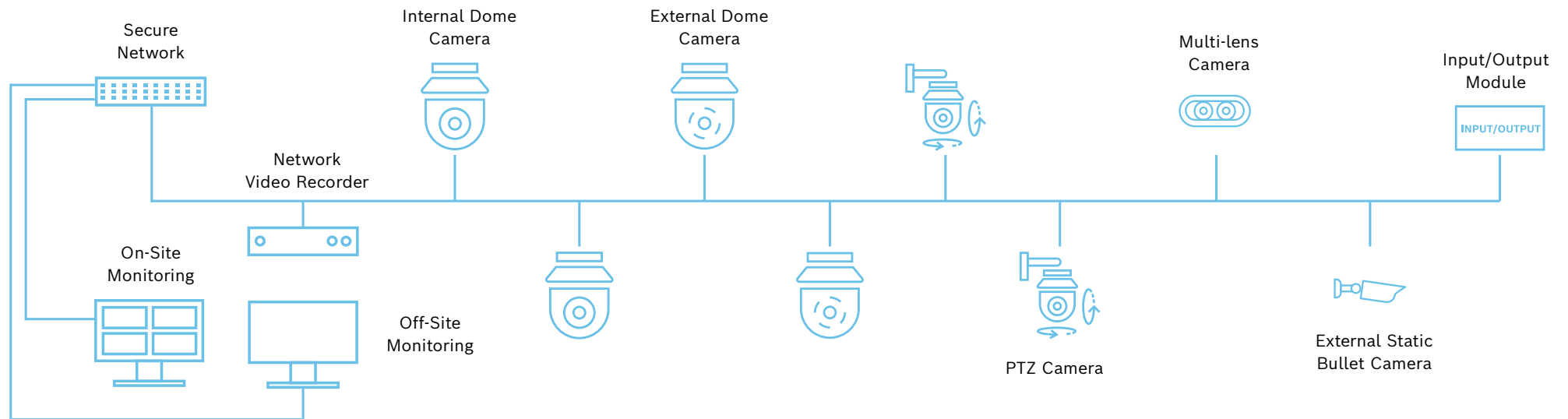
For highly regulated industries such as banking, healthcare, and government facilities, CCTV is crucial for securing restricted areas and ensuring compliance with industry regulations. Thanks to the latest technological advancements, modern CCTV systems offer features such as high-definition video, infrared night vision, motion detection, and mobile device access. When integrated with access control systems, alarms, and AI-powered analytics, these systems provide even greater security, flexibility, and efficiency.

Our CCTV solutions are fully customised to meet the specific needs of your property. Whether you're installing a new system or upgrading an existing one, we provide high-quality cameras, advanced recording devices, and professional installation. Plus, with our ongoing support and maintenance services, you can be confident your system will always operate at its best.

CCTV Schematic

Modern CCTV systems go beyond basic cameras, integrating with local recording devices and cloud platforms for flexible storage and access. Equipped with high-definition video, motion detection, and remote monitoring, they offer enhanced security capabilities. These systems can also seamlessly integrate with other security technologies, such as access control, providing a unified solution for real-time surveillance and efficient security management.

Secure Network

Internal Dome Camera

External Dome Camera

Multi-lens Camera

Input/Output Module

INPUT/OUTPUT

Network Video Recorder

On-Site Monitoring

Off-Site Monitoring

PTZ Camera

External Static Bullet Camera

What Makes a CCTV System?

Whilst it's widely recognised as CCTV, it's important to note that modern systems can be IP based surveillance solutions. CCTV systems offer more than just cameras, connecting to local recorders and cloud platforms for versatile storage and easy access, with features like UHD (4K) video, analytics, and remote monitoring.

Static Cameras

These are the primary components of a CCTV system which capture video footage. Available in various designs and technologies it means there is a solution to almost any environment.

Specialist Cameras

Advanced sensors and AI enhance CCTV cameras with technologies like machine learning and ANPR, enabling smarter detection and improved performance in various environments.

Recording Devices

There are two primary recording methods, each utilising different technologies. A DVR (Digital Video Recorder) captures footage from analogue cameras and stores it on hard drives, while an NVR (Network Video Recorder) records footage from IP (Internet Protocol) cameras, storing it digitally and allowing for remote viewing.

Networking

A CCTV network system links cameras for real-time monitoring, remote access, and storage. It enhances alerts, security, scalability, and simplifies surveillance management with speed, stability, and flexibility.

Monitors

Used to display footage from the cameras, typically located in a security control room or at a workstation.

PTZ Cameras

PTZ cameras offer adjustable pan, tilt, and zoom for dynamic surveillance in various settings.

Multi-lens

Multi-lens lens CCTV cameras provide flexible surveillance by combining different lenses for varied views, zoom, and night vision, ideal for outdoor and industrial use.

Types of CCTV Cameras

CCTV systems offer a range of camera types, each tailored to the specific needs of the environment. Modern cameras often feature high-definition video, infrared, and thermal imaging to enhance visibility in low-light conditions. Each camera type, from dome to bullet to Pan Tilt Zoom (PTZ), is designed with a particular use case in mind, ensuring the most suitable option for any scenario. Their varied appearances serve functional purposes, optimising coverage and security in different settings.

Bullet CCTV Cameras

Bullet cameras are the traditional cylindrical CCTV cameras commonly associated with surveillance. They are fixed in position, providing coverage for specific areas. Their simple design makes them cost-effective and highly visible, serving as an effective deterrent against potential intruders. Bullet cameras are typically housed in durable, weather-resistant enclosures, protecting them from dirt and water ingress. This makes them an excellent choice for outdoor surveillance.

Dome CCTV Cameras

Dome cameras allow for a variation in field of view, zoom (focal length), or even lens technology such as combining a standard daylight lens or an infrared (IR) night vision lens. This versatility makes them ideal for a wide range of applications. Thanks to their adaptability, dome cameras are commonly used in outdoor environments to monitor entry points, perimeters, or critical areas.


PTZ Cameras

PTZ (Pan-Tilt-Zoom) cameras offer versatile surveillance with pan, tilt, and zoom capabilities. Available for indoor and outdoor use, they allow operators to track individuals or adjust views in shops, casinos, and public spaces.

CCTV, Powered by AI

AI technology is transforming the way security systems operate, providing smarter, faster, and more reliable solutions. By leveraging advanced algorithms and machine learning, AI can efficiently process large volumes of data from surveillance cameras, sensors, and other devices in real-time. This enables security systems to rapidly detect potential threats, identify patterns, and make critical decisions without human intervention.

AI-powered CCTV systems are capable of distinguishing between normal and suspicious behaviour, such as detecting unauthorised individuals or unusual movements, and automatically alerting security personnel for immediate action. AI can optimise alarm systems by reducing false alerts, ensuring that only genuine threats trigger notifications, which reduces unnecessary disruptions.

By automating routine tasks, improving real-time decision-making, and providing detailed insights, AI technology significantly enhances response times, reduces the likelihood of human error, and improves overall security. With these capabilities, businesses and facilities can ensure a higher level of safety for staff, customers, and assets. Ultimately, AI-driven security systems provide a safer environment while optimising operational efficiency.
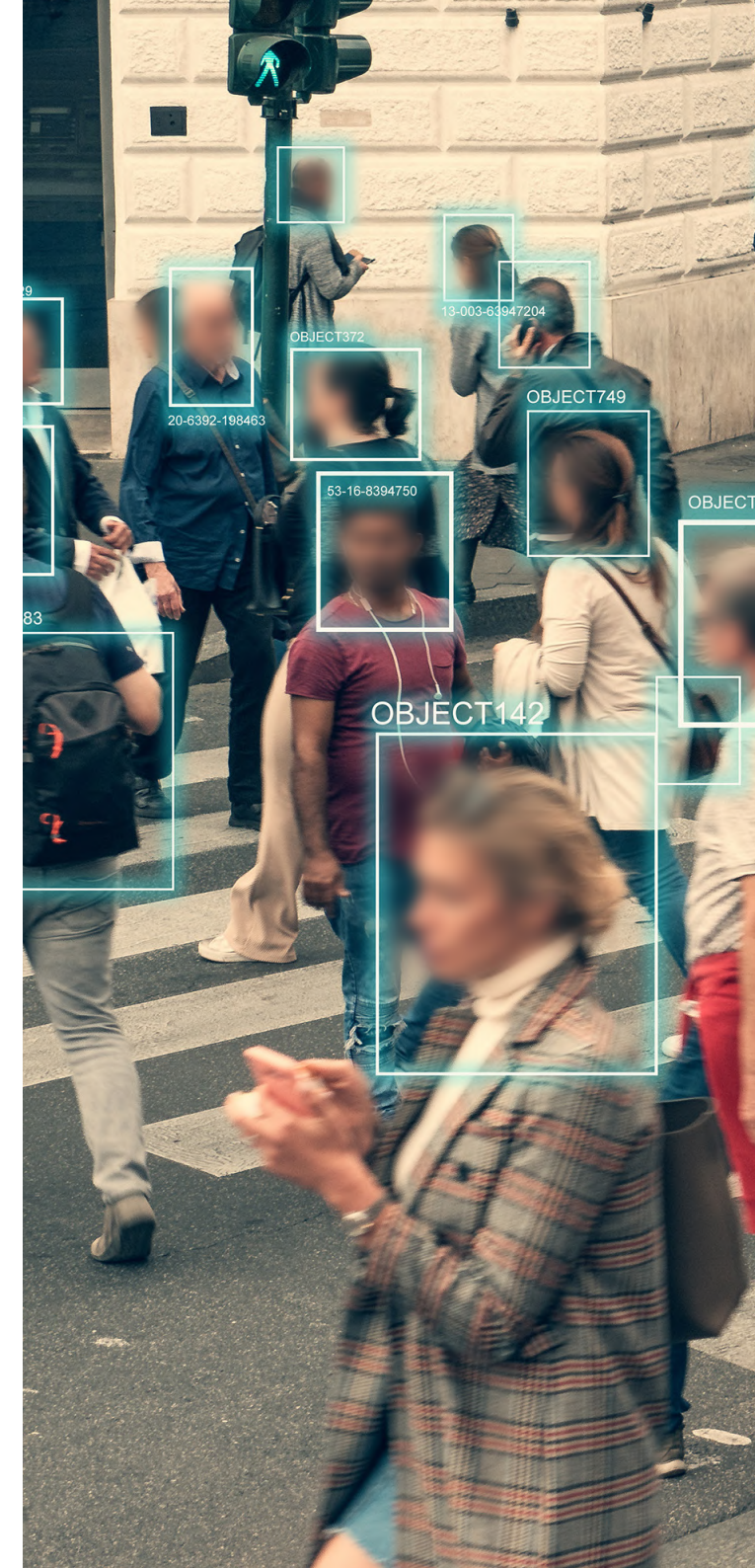
0870 907 1710
protec.co.uk

Rapid
Deployment
Sensors Everywhere, Security Anywhere

Deploy, Protect, Respond

Our fully tailored rapid deployment CCTV and intruder alarm systems are designed to meet your unique security needs. With our extensive experience and high-quality, easy-to-deploy solutions, we offer fast, reliable protection. Whether you require a temporary security solution or a quick response to a new security concern, Protec ensures seamless installation, ongoing support, and superior system performance to keep your premises safe.

Our rapid deployment CCTV systems feature mobile cameras that can be quickly positioned to cover key areas, offering flexible installation with minimal setup. These systems can be relocated with ease as needed, and provide recording capabilities with remote access. Security teams can monitor the premises in real time from anywhere, ensuring continuous surveillance and quick incident response.

Rapid deployment intruder alarm systems are also designed for fast setup, often using wireless technology to eliminate the need for extensive wiring. These systems include motion detectors and audible alarms, offering immediate protection against unauthorised access or break-ins. Many systems also provide remote monitoring and real-time notifications, ensuring that security teams are alerted to any breaches instantly.

With Protec, you can trust that your security needs are met quickly and effectively.

Network and
Data Solutions

Optimised Connectivity for Critical Operations

Connected, Efficient, Secure

A strong and reliable security solution involves much more than just cameras and alarms, It needs a powerful and well-structured network infrastructure. We work closely with our trusted network and data Supply Chain Partners to deliver secure, resilient and high-performance infrastructures that support and enhances your entire security system.

In today's increasingly connected world, integrating security devices with a dependable network is no longer optional, It is essential! From CCTV systems and access control, to intruder alarms, as well as other critical technologies, a well-designed network ensures that every element of your security system operates seamlessly and securely, with maximum efficiency.

Together with our Supply Chain Partners, we provide end-to-end solutions tailored to your specific needs. Our services include network design, secure data transmission, and the installation of high-speed infrastructure that can handle the demands of real time video streaming, remote monitoring and system control. These networks are designed with reliability, redundancy and security at their core, ensuring your data always remains protected and accessible.

Whether you are developing a brand-new system or looking to upgrade your current system, we will ensure your network is future proof, scalable and capable of supporting both your current and future security needs. With Protec, you can be confident that your security infrastructure is built on a solid foundation.

Remote
Monitoring

Always On, Always Secure

Effective Monitoring for Enhanced Security

Monitoring is a vital part of any security system, offering real-time oversight and enabling rapid responses to potential threats. By continuously tracking data from CCTV cameras, alarms, access control systems, and other security devices, monitoring ensures that suspicious activity or breaches are immediately detected. This proactive approach allows for quick interventions, helping to prevent incidents before they escalate.

The comprehensive monitoring services we offer can work seamlessly with your existing security systems. 24/7 surveillance ensures that your premises are always under vigilant watch, with state-of-the-art monitoring centres equipped with the latest technology to handle every alert efficiently. Whether it's a triggered alarm, an attempted unauthorised entry, or abnormal activity detected by CCTV, the expert team at the Alarm Receiving Centre (ARC) is ready to assess the situation and take swift action.

Though our Supply Chain Partners we provide monitoring services which integrate with your current security setup, offering remote access to live footage, real-time updates, and complete control over your devices. We work closely with you to customise the system to meet your unique requirements, ensuring a coordinated and effective response to any security event.

Through the monitoring services we provide, you can be sure that your property is continuously protected, with any potential threats swiftly addressed to maintain the safety and security of your premises.

Gates and Barrier Systems

Intelligent Barrier Systems for Smarter Protection

Security Starts at the Gate

In collaboration with our trusted Supply Chain Partners, we deliver a wide range of gate, barrier, and speed lane solutions designed to enhance access control and improve site security. Whether you require automated entry gates, robust vehicle barriers, or high-speed pedestrian lanes, we tailor each system to meet the unique demands of your premises balancing ease of access for authorised users with reliable protection against unauthorised entry.

Our partners are experts in the design, supply, and installation of high-performance security infrastructure, including sliding and swing gates, automatic rising barriers, turnstiles, and speed lanes. These systems are engineered for seamless integration with your existing access control and security platforms, supporting smooth day-to-day operations.

With intelligent automation options such as remote-control access, biometric verification, card readers, and automatic number plate recognition (ANPR), we ensure secure and efficient access management. These features provide not only operational convenience but also a strong line of defence for sensitive or restricted zones.

Every installation is carried out to the highest industry standards, with a strong emphasis on safety, durability, and user-friendly design. Whether installed at the entrance of a business park, government facility, or private estate, our solutions are made to perform reliably in demanding environments.

By choosing Protec, you gain access to a team that works closely with you to deliver custom solutions that ensure your site remains secure, compliant, and easily accessible to those who need it.

Control Room Furniture

Designed to Withstand the Watch

Ergonomically Optimised

A modernised control room is vital for the effective management of security systems. Protec offers tailored solutions that integrate the latest technologies to optimise the control and management of your security infrastructure, ensuring that you can monitor your premises seamlessly and respond swiftly to incidents.

In collaboration with our trusted technology and integration partners, we provide comprehensive control room upgrades that include state-of-the-art equipment. These upgrades enable real-time surveillance, automated alerts, and a streamlined workflow, allowing your security team to respond quickly and accurately to any threats or emergencies.

Beyond hardware, Protec also offers expert system configuration and software solutions. We ensure that your control room is not only equipped with the latest technology but also optimised for ease of use, maximising operational efficiency. Our team work closely with you to design a control room tailored to your specific security needs, while providing ongoing support and training to help your team operate the system with maximum effectiveness.

Service and
Maintenance

Service You Can Count On, Systems You Can Trust

Nationwide Support

Consistent service and maintenance are essential to keeping life safety and security systems performing at their best. At Protec, we provide a complete support solution, combining comprehensive maintenance services with a UK-wide network of directly employed engineers and strategically located regional offices. This nationwide coverage enables us to respond quickly and effectively, no matter where you are.

Our dedicated service team of highly skilled engineers and responsive call centre staff work in harmony to deliver fast, professional and reliable support. Whether it is scheduled maintenance, emergency repairs or critical system updates, we aim not only to meet industry-standard response times but to exceed them, often halving the typical targets wherever possible.

For our contracted clients, we offer a genuine 24/7, 365-day call-out service, providing continuous protection. Your systems remain safe, compliant and fully operational around the clock.

We also embrace the latest digital tools to enhance our service offering. Our clients benefit from access to the Customer Account Portal, which is a free, easy-to-use online platform that offers real-time visibility of all service activity. From tracking job progress and viewing quotations to monitoring device test schedules and managing contract details, everything you need is at your fingertips.

Whether you're seeking a new maintenance agreement, reviewing existing providers, or planning future upgrades, Protec's expert service and maintenance team ensures your systems stay reliable, compliant and ready when you need them most.

Supply Chain Partners

At the core of our mission is delivering trusted, high-performance security solutions tailored to each client's unique needs. We partner exclusively with top-tier manufacturers and suppliers, chosen through a rigorous evaluation process. Our Supply Chain Partner's are thoroughly vetted to ensure alignment with our stringent standards for confidentiality, reliability, and operational integrity. This approach guarantees that your security systems are not only effective but also fully controlled and protected at every stage of deployment.

To find out more about our supply chain partners scan the QR code here:

Protec

A Bosch Company

If you require more information contact us today
protec.co.uk | sales@protec.co.uk
+44 (0)1282 717171