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Custom Intelligent Security & barox Kommunikation – changing the face of security network support

Custom Intelligent Security specialises in risk analysis, system design, installation, and maintenance of unified high-security solutions. Their extensive portfolio includes Government, commercial, and enterprise-level clients who demand scalable, secure, and robust security solutions. barox Kommunikation is delighted to announce its partnership with Custom Intelligent Security, which includes providing the core network backbone for the integrated Genetec solution installed at Custom HQ 'Experience Centre' in Hertford. By choosing to partner with barox, Custom Intelligent Security has enhanced its industrial Ethernet switch capability - to deliver next-generation security solutions.

Bruno Amorelli, Director at Custom Intelligent Security, highlights the importance of this collaboration, explaining that 'security should not only protect assets but also serve as a business enabler'. barox technology offers multiple benefits to maximise system up-time, reduce costs, and transform the way clients support their security network including deep-level integration with Genetec™ Security Center. Other features include Active Camera Monitoring, remote re-boot of connected devices, sophisticated cable diagnostics, PoE monitoring, Active PoE Power-up Management, and Non-Stop PoE, all of which align with Custom Intelligent Security's commitment to proactive engineering design. The intuitive graphical interface and diagnostic tools of barox's Device Management System (DMS), further enhance system performance, ensuring reliability and peace of mind for customers.

barox's network management Genetec integration provides flexibility and extended network diagnostics, as well as full access to all barox SNMP traps within Genetec Security Center, offering a single unified user interface. barox's seamless integration with the Genetec dashboard provides full visualisation and diagnostic reporting of real-time events. This capability, combined with advanced network management features, sets

barox apart from other switch manufacturers. The data-rich barox DMS and energy management tools available are particularly valuable in helping companies achieve their Net Zero targets. In addition, recognising the strength of their collaboration, Genetec has designated Custom Intelligent Security as a Unified Elite Partner for the installation and support of its Security Center Platform.

Improving reliability, sustainability, and Cybersecurity

“Quality of supply chain is very important to us, and barox’s extensive ‘off the shelf’ stock holding means that we can place orders with confidence,” says Bruno. “Their ISO 9001, 14001, and 27001 certifications, along with Cyber Allianz membership, reflect a strong service and support culture.”

“Supporting our ethos of sustainable operations, barox's solutions align closely with Custom Intelligent Security's goals by enabling remote diagnostics and issue resolution. Utilising their advanced network management technology helps us to minimise environmental impact too. The barox DMS enables us to work effectively, and in instances where device or network issues can be resolved through software, we can solve issues without the need to send an engineer to site, reducing the need for on-site interventions. This decreases our environmental impact, where we strive to operate as a ‘remote first’ company, using barox advanced technology to identify and resolve device and network issues remotely.”

With barox Ethernet switch integration, enhanced diagnostic data showing the status of cameras and switches on a graphical chart, enables the fast pinpointing of network or device issues - enabling faults and outages to be diagnosed remotely. For example, if a network camera fails to respond, barox switches can be used to autonomously send a re-boot command, saving invaluable device downtime and in many cases can bring a device back online/resolve the issue with no engineer involvement. In the case of a security breach, devices can be disabled at user level to maintain operation, whilst full remote control of PoE on ports allows Custom Intelligent Security to re-set or switch them off if required. This advanced capability has proven to be an invaluable asset and quite literally, ‘game-changing’ for Custom Intelligent Security in the management of their high security video surveillance networks.

“barox integration delivers strengthened cyber security between the camera, and command and control platform - including authentication certificate login,” Bruno continues. “This, combined with integration to Genetec Security Center underpins our ability to create high quality security solutions, with our core offering built around the key areas of access control, CCTV, intruder alarms and systems integration.

“Developed in reaction to the impact of the Covid pandemic, we devised a greatly enhanced ‘E-Service’, utilising notifications to conduct remote updates including antivirus updates and windows patching. Supporting our clients with a wraparound service, with our Software Support Maintenance Agreement, we’re committed to updating our clients’ software. For example, for those operating a Genetec software support licence, we vigorously maintain up to date performance and protection - to prevent vulnerabilities occurring.”

Hands-on experience

barox’s inclusion in the new Custom Intelligent Security HQ Experience Centre stems from a deep technical relationship between the businesses, promoting tailored product solutions for deployment in the high security/CNI space - realised with real-time physical demonstrations available for evaluation by Custom Intelligent Security’s end-user customers. Visitors to the Custom Intelligent Security will see the barox range represented and experience the full capabilities of the seamless barox Genetec Security Center integration.

“We’re thrilled to be offering a world-class demonstration facility to benefit our end-user and specifier customers,” says Bruno. “Custom Intelligent Security’s philosophy is to build close, long-term partnerships and professional relationships with every individual or company that we deal with. With our demonstration facility, we can show how the integration of barox switches and Genetec Security Center can provide a unified security platform that blends security networks within a single intuitive interface, to simplify organisations’ operations.”

“The Custom Intelligent Security HQ Experience Center initiative is a perfect example of the added value the Genetec Technology Partner Program brings to our joint customers,” says Georges Tannous, Area Vice President, Genetec Inc. “Through barox and Genetec

advanced integration, Custom Intelligent Security can further demonstrate the advantages of the unified platform in delivering intelligence, improving operations and other benefits beyond security.”

Sara Fisher, barox International Market Development Specialist commented: “barox is delighted to have been selected to be part of the Custom Intelligent Security Experience Centre initiative - a ‘centre of excellence’ for high security innovation. It’s fabulous to have the opportunity to showcase our technology integration with Genetec Security Center, to enable end user customers to choose integrated solutions from a leading industry installer of some of the best systems available.”

barox products are currently employed within many high security, high profile and Critical National Infrastructure sites both in the UK and overseas.

To download the barox Genetec DMS plugin Partner Tech Note, please visit:

https://www.barox.ch/wp-content/uploads/2025/03/PartnerTechNote_EN_Barox_WEB-002.pdf

For more information on the range of managed and unmanaged industrial media converters and professional PoE video switches, customers can contact barox on Tel: 01622 910044 Email: info@barox.uk or visit www.barox.uk

- Ends -

For further information, please contact:

Rudolf Rohr
Co-founder & Managing partner
barox Kommunikation AG
Tel: +41 56 210 4520
Email: rohr.rudolf@barox.ch

Graeme Powell
Director of PR & marketing services
GPM Ltd
Tel: +44 (0)1765 608851
Email: graemepowell@gpm.org.uk