

Cyberjaya Case Study

Cyberjaya is a planned and intelligent city set up to facilitate ICT and Multimedia industries in Asia Pacific. In line with the Government's "Safe City" concept, the Land Owner of Cyberjaya, Cyberview Sdn Bhd commissioned a state-of-the-art CCTV system integrated with Malaysia's Emergency Response System (MERS 999), a national emergency call service system. The objectives of the installation of the CCTV System are to ensure safety of the Cyberjaya community which consists of locals and many foreigners and enhance township management services of the Cyberjaya Flagship Zone.



GTC Global installed a full IP based solution consisting 30 CCTV cameras enclosed in vandal-proof casing, mounted on poles in strategic locations in Central Cyberjaya. Network switches were also protected by special casing with built in cooling systems which would automatically switch on if temperatures exceed 50 degrees Celsius. Cameras were connected to the Central Command Centre located in the Balai Polis Cyberjaya via fibre optic cabling. The Central Command Centre is equipped with 24 Screens and can be manned by 5 Camera Operators.

GTC Global performed end-to-end implementation of the system including consultancy on Standard Operating Procedures and the initial and ongoing training of Camera Operators. GTC Global also provided best practice methods on coordination between the Land Owner, Majlis Perbandaran Sepang and Polis DiRaja Malaysia. GTC Global will also maintain the Cyberjaya CCTV system under a Service Level Agreement with application of its tested maintenance procedures where scheduled, predictive and preventative maintenance is performed regularly to ensure maximum up-time. GTC Global will also apply its 24/7 call centre to resolve any problems in the system efficiently ensuring that Cyberjaya gets the maximum benefits of an efficient CCTV system for investigation and prevention of crime, and to ensure the fastest response to safety disruptions.

