

A nighttime photograph of a city skyline, featuring the CN Tower on the right side. The buildings are illuminated with various colors, and the sky is dark. The text is overlaid on the left side of the image.

iGuard360°

**MORE
EFFECTIVE
CONDO
SECURITY**

SECURITY DONE RIGHT

COMBINING PEOPLE WITH TECHNOLOGY FOR A MORE EFFECTIVE CONDO SECURITY SOLUTION

Traditional security services typically only offer guards or basic cameras to handle a condominium's security. But guards can't be in more than one place at a time, and cameras alone can't always detect threats.

iGuard360° is the security firm that effectively combines people and technology to deliver multiple layers of security, ensuring your building - including residents, staff, and property - is safe.

Our Condominium Security Concierge Package includes a strategic mix of on-site personnel, cameras, and mobile support, all of which are networked through the Global Operations Command Centre - creating the iGuard360° Multiplier Effect.

These combined components multiply your level of coverage and protection.



A NETWORK SUPPORTED BY AI MAKES iGUARD360° OPERATORS MORE EFFECTIVE

Our state-of-the-art network is supported by AI - artificial intelligence. What does this mean? Our systems instantaneously process footage from hundreds of cameras and sensors and accurately identify issues and threats. This ensures our Security Concierges, monitoring agents, and mobile teams take action when and where they're needed.

But it goes further. iGuard360° cameras can detect when a transient is loitering in the lobby or an intruder has slipped into the parking garage behind a car, allowing our teams to take action.

This strategic mix of people and technology represents a more effective approach to condo security and a smarter use of your security investment.



OUR CONDOMINIUM SECURITY CONCIERGES COME WITH CAMERAS AND MONITORING. STANDARD.

There are undeniable truths in condominium security: a guard can only be in one place at a time and guards responsible for monitoring cameras may miss things. When a guard is looking at monitors or talking to people, their focus is drawn away and threats can be missed. And if they're on patrol in one area of the building, something can happen in another area.

For this reason, iGuard360° offers the Condominium Security Concierge Package.

This package includes:

- Full site security assessment.
- Video camera system design & installation.
- On-site Security Concierge.
- Remote Monitoring through our Command Centre while our Security Concierge is on-site.
- An AI-supported network, making iGuard360° operators more effective.

PEOPLE. ARMED WITH TECHNOLOGY.

These added layers of security multiply the effectiveness of our teams to identify real threats and deal with them. iGuard360° goes even further to ensure your condominium is protected:

- All Security Concierges are trained in the latest technology.
- We maintain visual contact with our Security Concierges for their safety and to dispatch the appropriate response to address security issues and concerns identified by our Command Centre.
- We employ our own proprietary Patrol Tour System, ensuring priority areas are patrolled with the required frequency and includes a reported record with photo confirmation.
- We offer an integrated, real-time reporting system for complete transparency and accountability.

Combined, these services deliver a more efficient and cost-effective condominium security solution.

OUR PLATFORM'S STRENGTH LIES NOT IN HOW MUCH IT SEES - BUT IN HOW WELL IT INTERPRETS WHAT IT SEES.

Security threats in condos often start subtly - someone lingering too long, tailgating into a lobby, or standing by the mailroom. These aren't always threats - but they could become threats if ignored.

ADVANCED ANALYTICS PACKAGE FOR PROPERTIES

Our advanced analytics package for condo and multi-residential properties helps you spot trends, understand behaviours, and prevent incidents before they escalate.

- **People Movements And Traffic Flow:** Heat maps and people counting features help you learn how residents, guests and service workers move through key areas like lobbies, mailrooms, parking entrances and stairwells. Spot traffic surges, monitor peak hours and adjust staffing or access protocols to reduce congestion and unauthorized access points.
- **Catch Unusual Behaviour:** Loitering and dwell time tracked in vestibules, near elevators, or outside mailrooms can seem harmless until it isn't. Our AI flags when somebody is lingering longer than usual, especially during late-night hours or in a sensitive area. Get the alert so you can review, respond and intervene as needed.
- **Object Tracking For Better Context:** Reduce false alerts with smart object tracking that adds context. Is it a resident waiting on a ride or someone casing the lobby? Get cleaner, more reliable data for reviews, reporting and proactive action.

Give your property managers and concierge teams smarter tools to stay ahead to prevent incidents, not just react to them. Keep your residents secure and your property running smoothly.

LOITERING IN VESTIBULES OR LOBBIES

- **Trigger:** Object detection + loitering time threshold
- **Context:** Time of day (e.g., after 10pm), location (garage entrance, lobby, stairwell)
- **AI Interpretation:** Delivery driver? Resident waiting? Suspicious pacing?
- **Escalation Options:**
 - Cleared if delivery behaviour detected
 - Push alert to on-site concierge or Command Centre (GSOCC)
 - Audio challenge or live review
 - Mobile dispatch if criteria (e.g., multiple car checks) are met

TAILGATING INCIDENTS

- **Trigger:** Line crossing + multiple-person timing without credential swipe
- **Context:** Entry point (main doors, elevators, stairwells)
- **AI Interpretation:** Is the second person a guest or an intruder?
- **Escalation:** Alert to building management, talk-down prompt, or review by Command Centre (GSOCC)

MAILROOM OR PACKAGE THEFT RISK

- **Trigger:** Repeated entries + object removal + facial recognition mismatch
- **Context:** High-volume delivery hours, known theft patterns
- **AI Interpretation:** Pattern-matching against expected behaviour
- **Escalation:** Notify property manager, flag for operator intervention, optional video-verified report

COMMAND CENTRE

The iGuard360° Global Security Operations Command Centre is where highly trained and specialized operators manage all security components across the entire iGuard360° network, including cameras, Security Concierges, mobile support teams, and more.

SECURITY CONCIERGE

Highly trained professionals, our concierges provide customer service and security supported by cameras, Command Centre monitoring, and mobile support units. These are included as part of the Condominium Security Concierge Package.



HOW IT WORKS:

SECURITY CONCIERGE IN THE LOBBY

Guards simply can't be in more than one place at one time. That's why iGuard360° has integrated additional layers of coverage to ensure no threats go undetected. In this example, even when a Security Concierge is assisting residents in the lobby, our system will detect security threats and address them.



SITUATION ASSESSMENT

At the Command Centre, an operator is alerted to the suspicious activity. They assess the risk and determine the appropriate response based on the client's escalation response procedure. In this example, notify an on-site guard to respond.

AI DETECTS UNUSUAL BEHAVIOUR

The iGuard360° AI platform determines if a person is loitering in an unusual location, triggering a notification to the iGuard360° Command Centre monitoring team.



NOTIFY/DISPATCH

The on-site guard arrives to the area, investigates, and deals with the loiterer. Once the area has been deemed safe, an incident report is generated and issued to the condominium authority.



HOW IT WORKS:

GUARD ON PATROL

Even when Security Guards or Concierges are on patrol, issues can and will arise in other parts of the building or property. The iGuard360° Condominium Security Concierge Package includes cameras and mobile support, ensuring no issue goes undetected. In this example, while our Security Concierge is on patrol, our system detects a potential threat in another area of the property.



SITUATION ASSESSMENT

At the Command Centre, an operator is alerted to the suspicious activity. They assess the risk and determine the appropriate response based on the client's escalation response procedure and dispatch a mobile patrol unit to investigate.

AI DETECTS UNUSUAL BEHAVIOUR

The iGuard360° AI platform identifies a person behaving suspiciously next to a parked car. This triggers a notification to the iGuard360° Command Centre monitoring team.



INVESTIGATE/RESPOND

The mobile patrol unit arrives, investigates, and deals with the parking garage intruder. Once the area has been re-secured, an incident report is generated and issued to the condominium authority.



CONDOMINIUM SECURITY CONCIERGE PACKAGE

The iGuard360° Condominium Security Concierge package offers smart, multi-layered security, ensuring the most effective solution for your needs. It includes these components:

SECURITY CONCIERGES

iGuard360° Security Concierges are trained in customer service, tactical communication, health and safety, and conflict resolution. By following our own proprietary Patrol Tour System to patrol, monitor, and secure the key areas of your property, our Security Concierges are fully synchronized with the iGuard360° Command Centre monitoring team, giving them eyes across the property at all times.

CAMERAS, SYSTEM DESIGN AND INSTALLATION

iGuard360° will design a custom camera system and install cameras at strategic locations across your property to ensure complete coverage. Each camera is linked to the iGuard360° Command Centre and is monitored to accurately detect threats as well as maintain visual contact with our Security Concierges, ensuring their safety.

GLOBAL SECURITY OPERATIONS COMMAND CENTRE

More commonly referred to as the Command Centre, this state-of-the-art facility is where our highly-trained and specialized iGuard360° operators oversee all security components across our network, including cameras, guards, mobile response teams, and more. Each operator has at their fingertips a cutting-edge suite of advanced analytics and AI-supported systems that enhance their effectiveness at identifying threats and deploying resources where needed.

MOBILE SUPERVISION

iGuard360° mobile security patrols can be random, regularly scheduled or on-demand. Our mobile operatives are trained in tactical response as well as health and safety regulations, enabling them to deal with any situation that may arise. These units maintain 24-hour synchronization with the iGuard360° Command Centre, ensuring they can be there when you need them.

PARKING ENFORCEMENT

Most condominiums have parking areas that need managing. iGuard360° offers an optional parking enforcement service to mitigate unauthorized parking and issue municipal parking tickets and towing where permissible.

24/7 MONITORING

Through our strategically placed video cameras and monitoring via the Command Centre, iGuard360° offers the option for 24/7 Monitoring: a highly cost-effective means of providing complete security coverage, even when a concierge is not on duty.

KIOSKS

iGuard360° security kiosks can be installed in the condominium lobby to provide another layer of service and security. During off hours or when the Security Concierge is otherwise unavailable, residents can be connected to the iGuard360° Command Centre and speak with a live operator and request assistance through these easy-to-use kiosks.

READY TO UPGRADE YOUR SECURITY?

Connect with us to build a custom
condominium package that fits your environment.

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**Protect what matters.
Proactively.**