

infiniti

The Infiniti Program



The Infiniti Program is a product suite with complementary professional services and specialised support from Inner Range. Infiniti is largely an end-user driven solution. The Program was developed to meet specific market demands and is built upon Inner Range's highly-successful Integriti platform. The Infiniti program and product range is reserved for high security, major projects in government and large institutions who require close engagement with the manufacturer and access to an array of high quality, certified security integrators. The close collaboration between the manufacturer, consultant, security integrator and end-user ensures that the solution provided is designed and purpose built to meet the specific demands of the project.

The Infiniti Program includes both:

- **Infiniti Enterprise Access**

Major integrated access and security projects where Infiniti is deployed as the Security Management System (SMS).

- **Infiniti Class 5 Security Solution**

High security projects where the specification requires the security solution to comply with the highest risk profile classification under the AS2201.1 Class 5 standard.



Benefits to the End-User

Through the Infiniti Program, Inner Range assists with the design, engineering, support and professional services on major and high-security projects. Collaborating with the consultant, end-user and security integrator, Inner Range plays a key role to help ensure the Infiniti system architecture and functional design meet the needs of the end-user and fully complies with the specification requirements. Inner Range specialists may be called upon to contribute a wealth of industry knowledge and technical guidance across all stages of the project including:

- System Specification
- System Architecture and Design
- Deployment and Migration Planning
- Integration to other services such as CCTV, Lift Systems, HR/Payroll/IT Systems and Building Management Systems and more
- Server Specifications
- High Availability Solutions
- Database Integration
- System Auditing
- After Sale Professional Services and Support

Reduced Costs & Reduced Risks

Simply put, Infiniti is designed as a quality assurance solution to assist end-users in obtaining the highest standard of security installation, operation, on-going service and risk mitigation. In concert with a licensed security and risk advisor, Infiniti fundamentally assists the end-user in addressing their risk profile through appropriate and proportionate security deployments. A purpose built Infiniti solution is designed to align with corporate operational processes and risk treatment plans providing additional transparency to current and future security risks. A deeply considered, professionally designed and fit for purpose security solution provides the infrastructure for negotiating reduced insurance premiums as well as dramatically reducing operating expenditure by automatically managing the perceived risks.

Benefits to the Security Integrator

Projects may be considered for the Infiniti Program when proposed by the security integrator, requested by the end-user or in collaboration with the consultant and Inner Range. As a guideline, the opportunity must reach the minimum Infiniti benchmark of 200 access control doors or a high-security Class 5 deployment where a commercial procurement and technical solution are required, rather than simply a product.

Inner Range commits significant time and resources to developing the Infiniti solution with end-users and consultants, and as a result, Inner Range generates bona fide project opportunities for security integrators aligned with the Infiniti program. Security integrators can expect to receive the following benefits through the Infiniti Program:

- Qualified project opportunities.
- A close relationship with the manufacturer for system design and other professional services.
- Dedicated enterprise-level sales staff from Inner Range and its distributor.
- Aggressive project pricing.
- Priority queueing when contacting technical support.
- Dedicated enterprise-level technical support staff.
- Easier stock management, order tracking and flexible delivery options.



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Infiniti vs Integriti

Infiniti is almost identical to Integriti both in feature set and cost. The key differentiation are the prerequisites in how security installers may gain access to Infiniti. Where security installers can access Integriti after passing the Integriti basic training course, a security integrator can only access Infiniti after significant technical and project delivery milestones have been met and verified by Inner Range, as detailed in the evaluation criteria.



Infiniti is Non-Proprietary

Infiniti is NOT a dealer network or channel partner program – there are no “Infiniti dealers” in the strict use of the term. Rather, there are security integrators that may have access to Infiniti products for a specific project. In addition, there is no set number of security integrators that can access Infiniti products. For this reason, any security installer may apply for access to Infiniti; access will be granted after passing the formal application process with supporting evidence of their technical and project delivery capacity. Moreover, the end-user always maintains the freedom of choice when appointing their desired security integrator and a newly proposed security integrator will be given access to Infiniti when all Infiniti prerequisites have been met.

Infiniti is not a proprietary system – Infiniti includes open integration protocols and can utilise the vast number of existing high-level integrations supported by Integriti.

Evaluation Criteria

Access to Infiniti is only provided to high achieving security integration companies with the technical expertise to undertake projects of significant magnitude and/or complexity. Inner Range evaluates new and existing security integration candidates on a variety of factors including their ability to service the high-end access control, integrated security solutions and high-security market segments.

Any security installer may apply for access to Infiniti but the security installer should be fully aware of Inner Range’s evaluation criteria and prerequisites before submitting their application.

To gain access to Infiniti, the security installer must:

1. Agree to and sign the Infiniti Code of Conduct, maintaining the highest installation quality and ethical standards.	✓
2. Be able to demonstrate that Inner Range products are their preferred product of choice and subsequently have an excellent understanding of the Integriti system.	✓
3. Provide a list of large successful Integriti installations.	✓
4. Have purchased at least \$200,000 of Inner Range products in the previous 12 months (underscoring items 2 and 3 above).	✓
5. Maintain a minimum of one certified Integriti Advanced and one certified Integriti Basic technician in the state where the work will be conducted. The certifications must belong to the primary security integrator (certifications from sub-contractors will not be considered).	✓
6. Provide evidence of their ability to service the high-end access control, integrated security solutions and high-security market segments. Security integrators must have a track record of delivering technically demanding security solutions in excess of \$500,000 total cost whilst maintaining the highest levels of customer satisfaction in both system functionality and overall project management.	✓
7. Have excellent I.T. capabilities (deployment of converged networks, virtual and redundant servers etc).	✓
8. Offer a 24x7x365 support service to end-users.	✓
9. Provide at least three end-user character references for Inner Range to contact.	✓
10. Understand and agree to Inner Range inspecting the Infiniti installation during and post completion.	✓

Security installers that are not successful in their Infiniti application will be provided feedback as to why their application has been denied and are welcome to apply at a later time. Security installers may submit an enquiry or their Infiniti application to infiniti@innerrange.com. Applications are evaluated by a panel of senior management from Inner Range.

Continual Assessment

The Infiniti Program provides peace of mind to end-users in the knowledge that Inner Range continually evaluates new and existing security integrators. For this reason, it is important to note that security integrators must register their interest for each new Infiniti project. Access to Infiniti will only be provided on a per project basis and security integrators must not assume carte blanche access to Infiniti will be provided, regardless of any past Infiniti installation.

Distributors Involvement

As a manufacturer initiative, the Infiniti Program is solely led by Inner Range. The distributor does not play an active role in the evaluation of Infiniti applications. Like Integriti, Inner Range does not sell Infiniti products direct and the security integrator still purchases Infiniti products through the distributor. Infiniti stock is largely built to order and the Infiniti Program facilitates easier stock management and order tracking.

Infiniti Code of Conduct - December 2018

1. Access to Infiniti products is granted by Inner Range at its sole discretion and, as such, the security integrator’s access may be withdrawn by Inner Range at any time in writing for any breach of this Code of Conduct.
2. A security integrator’s access to Infiniti products is continually assessed on a per-site or per-customer basis. Installation of Infiniti for one site or customer does not automatically grant the right to access Infiniti for other sites or customers. Security integrators must communicate to the manufacturer about their desire to use Infiniti before presuming its use will be approved for a new installation.
3. Security integrators must remain active within the high-end access control market and provide evidence of customer satisfaction in delivering integrated solutions with the Infiniti platform.
4. In cases where the security integrator has discretion as to which product is used, the security integrator must promote the Infiniti system as their preferred high-end integrated access and security system.
5. The security integrator must present to our markets and customers, truthful, reliable and responsible practices and standards, conveying the highest level of professionalism and business ethics.
6. The security integrator must faithfully represent the manufacturer’s products, specifications and capabilities.
7. The security integrator must maintain a contingent of technical staff who are highly trained in the Inner Range Integriti product range. As one of the prerequisites to gaining access to Infiniti, the security integrator must employ at least one certified Integriti Advanced and one certified Integriti Basic technician in the state where the work will be conducted. The onus is on the security integrator to inform Inner Range should the security integrator lose an Integriti certified technician. In addition, the security integrator must replace the certified technician with a new employee that holds the same or higher certification, or train an existing technician to the same or higher certification.
8. The security integrator must ensure that the conduct, behaviour and ethical standards contained within this Code of Conduct are communicated and practiced by its employees, contractors and agents.
9. Should an end-user request a specific security installer be granted access to Infiniti where that installer currently does not have such access, that request must be made in writing and sent to an Inner Range sales representative. Inner Range reserves the right to further communicate directly with the end-user to discuss the request. Such a request does not automatically grant the security installer access to Infiniti and Inner Range may deny the request until the newly proposed security installer has met the Infiniti prerequisites.
10. The above Code of Conduct strives to deliver quality enterprise access and security solutions to Inner Range customers. The demand for continued improvement may mean that this Code of Conduct is amended from time to time in consultation with security integrators, end-users or consultants.



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