

# Jemena

## Boosting critical infrastructure security and compliance



### Name

Jemena

### Industries

Critical Infrastructure

### Location

Australia

### Products

Security Center, Omnicast™ (VMS), Streamvault™, AutoVu™, Sipelia™, Federation™

### Partners

Wilson Security



## Jemena strengthens security across critical infrastructure sites nationwide with Genetec Security Center

Jemena owns and manages some of Australia's most significant gas and electricity assets. From far north Queensland to Tasmania, Jemena powers Australian homes and businesses through a network of remote critical infrastructure sites. This includes supplying over 1.5 million homes, businesses, and industrial customers with essential utility services every day.

The business also operates some of Australia's most significant gas transmission pipelines and is known as a leader in building and operating major gas supply assets across eastern and northern Australia. Plus, Jemena's electricity network delivers power to over 370,000 customers and businesses across Greater Melbourne and beyond.

### Upgrading security to meet new regulatory standards

Several factors prompted Jemena to transition to an advanced security platform.

Firstly, the new [Security of Critical Infrastructure \(SOCI\) Act in 2018](#) increased the security requirements and minimum compliance standards for all critical infrastructure sites. Since Jemena had been involved in the government's consultation process and played a key role in shaping this act, they clearly understood why new upgrades were required.

The organization's existing security system was also reaching the end of its usable life. With aging video surveillance cameras and broader physical security hardware, the company needed a consolidated solution that could evolve over the next decade and beyond.

Finally, the company's vast geographical footprint made it increasingly expensive and inefficient to send out staff to monitor sites and respond to security alerts. Jemena understood that they could achieve significant cost savings and carbon emission reductions through remote, virtual site access.

Following a detailed consultation with their systems integrator, Wilson Security, Jemena began procuring the most appropriate security solution.

Key considerations included meeting the minimum requirements of the SOCI Act such as keeping accurate records of every person who entered sites across the country. The company also wanted to drive returns for the business, lower the environmental impact and enhance visibility with virtual monitoring.

"As Jemena's risk profile heightened with new security compliance standards, the limitations of aging technology became increasingly evident. Their legacy systems could no longer meet the demands of modern regulatory requirements," said Ben Scott, Technical Projects Manager at Wilson Security.

### Increasing visibility at remote sites across Australia

Jemena selected Genetec Security Center as the platform to consolidate and strengthen security across all sites.

Using Security Center, the team reduced the number of single-use tools and broadened remote monitoring capabilities. This helped drive big operational efficiencies, allowing operators to gain widespread coverage even across the company's most isolated locations.

With a multi-year design and implementation project, Wilson Security used Genetec solutions to roll out an advanced critical infrastructure security system—all centralized and managed from one location. This was made possible using the Federation™ feature, which helps bridge multiple independent sites into one view.

Today, the company has deployed Security Center across almost 50 critical sites—from offices to warehouses as well as depots and gas facilities. Total, they have about 300 cameras, 40 SIP-controlled intercom devices and numerous automatic license plate recognition devices within Security Center. The team also implemented thermal perimeter detection technology and biometric authentication, ensuring only authorized personnel gain access to critical infrastructure sites.

Using one unified solution, operators can now remotely monitor video cameras, handle two-way intercom calls, and oversee AutoVu ALPR alerts. They are better able to manage security and collaborate with staff at remote sites, enhancing resource and business efficiency. Plus, the automation of Bluetooth mobile credentials makes both onboarding and offboarding staff seamless and secure.

Augmented by the service provided by Wilson Security, Jemena now has a system in place that actively mitigates key risks and improves threat management. Beyond that, Jemena has also been able to meet tightening legislative requirements and realize new operational cost savings.

“Wilson Security and Jemena have cultivated a long-standing, award-winning security partnership that prioritizes both innovation and compliance across these key critical infrastructure sites. By working closely together over the years, we’ve built a deep understanding of Jemena’s unique security needs, enabling us to support their goals with tailored, forward-looking technology solutions,” explained Carla Scuderi, Key Account Manager at Wilson Security.

## Reducing carbon emissions with remote alarm monitoring

Since transitioning to Security Center, Jemena has made big strides in environmental sustainability.

By replacing outdated video management technology with Genetec Security Center, Jemena no longer needs to send people on-site for minor inconveniences. Instead, the team can instantly get a clear view of what’s happening at each site. More so, all data and audio feeds are available alongside video. This gives operators more information and tools at their disposal to provide the most efficient response, no matter the situation.

For example, if an alarm is triggered at an isolated warehouse or gas site, Wilson Security operators can virtually assess the situation to determine whether an in-person response is needed. This ensures



that officers are dispatched only for high-priority alarms, enhancing resource and cost efficiencies.

The option to run virtual patrols has also helped Jemena take more vehicles off the road, reducing carbon emissions and the company’s broader environmental impact. With the expansion of CCTV coverage, patrols can now happen digitally and at a higher frequency.

“Since completing the transition to Security Center, the majority of our traditional patrols have now been replaced with virtual patrols, which also contributes to the cost-benefit realisation of the capital investment we’ve made,” explains Fiona Dunk, General Manager, Resilience and Compliance at Jemena.

## What’s next?

Looking ahead, Jemena is continuing to invest in other Genetec solutions to improve security across its critical infrastructure sites.

With the support of Wilson Security, Jemena wants to simplify incident and emergency responses and speed up incident response times. They’re also looking to expand the federated architecture by bringing smaller isolated sites into the Security Center platform.

**“The implementation of the Genetec security platform has been a significant step forward in strengthening our asset protection and operational resilience. Its integrated capabilities have enhanced situational awareness, improved response times, and enabled smarter decision-making through centralised monitoring and analytics. This upgrade not only supports a safer working environment but also delivers long-term value through scalability, efficiency, and a future-ready security infrastructure for the increasingly complex environment we are working in now and in the future.”**