WHO WE ARE & WHAT WE DO

JACQUES

Our vision

Keeping the global community safe and secure by delivering innovative and integrated communications systems that are future-proof.

Overview

Jacques Technologies is a market leader in innovation, technological design, and development of integrated communication solutions. Our core competencies are in combining IP technology with decades of experience in audio and video products to produce flexible intercom, emergency, information help point and public address systems.

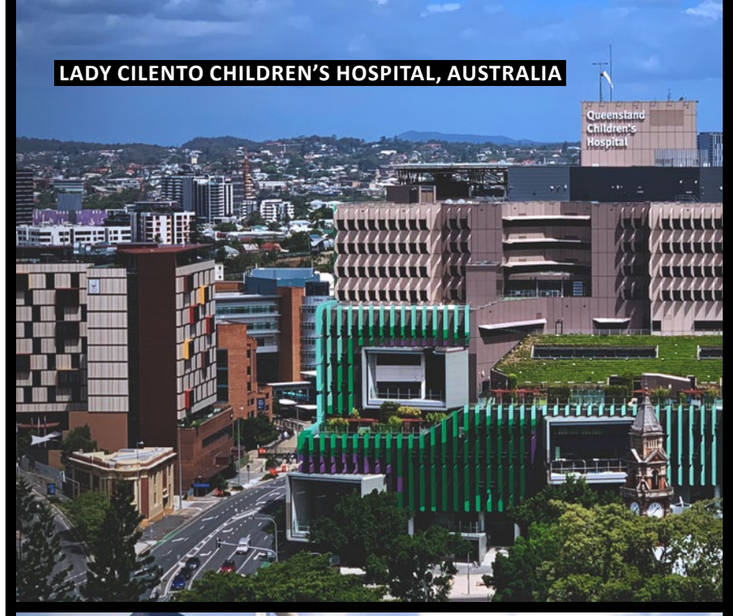
Jacques was founded in 1980. Our team of highly innovative professionals are driven by research and development to deliver the latest technology. In the early 2000's, we pioneered the use of IP technology within the intercom and public address space. Our solutions are efficient across endless market verticals including – secure facilities, education, public safety and health. Jacques IP communications systems are dynamic, efficient, and boast an unrivalled use of true IP technology, ensuring scalability and design flexibility.

Australian designed and manufactured with an exceptional combination of hardware quality and software expertise, Jacques is ISO 9001:2015 certified. Jacques systems integrate seamlessly with many world class third-party systems. This sophisticated and intelligent integration to building and security management, telephony, CCTV and access control systems – combined with our true IP architecture – promotes infinite possibilities.

Jacques Head Office located in Brisbane, along with our international distributors export to worldwide markets. Our communication systems are installed in prestigious large-scale projects in Australia and globally.

Watch Who we are - Meet Jacques video

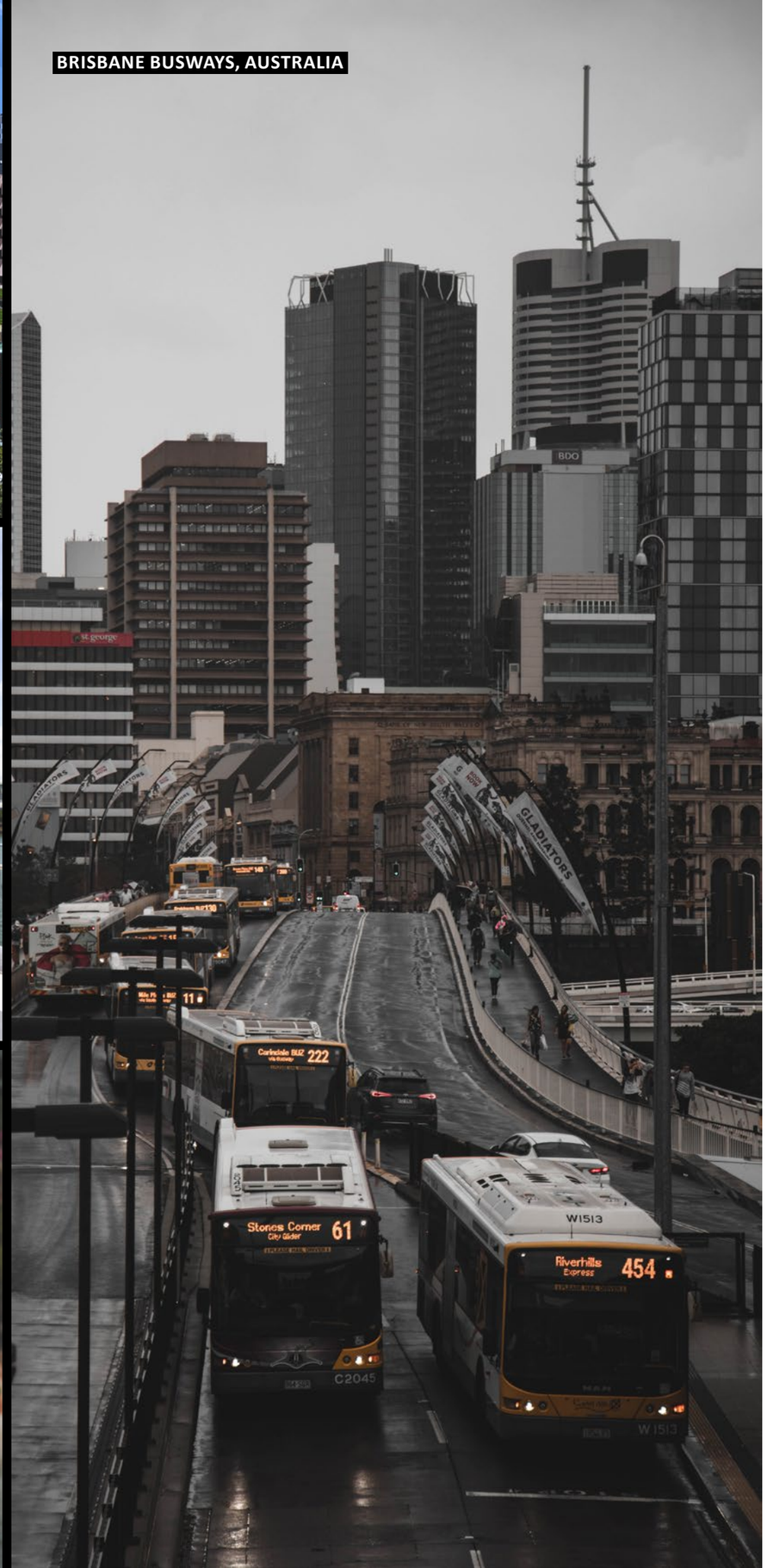
vimeo.com/422614309



LADY CILENTO CHILDREN'S HOSPITAL, AUSTRALIA

BRISBANE GOODWILL BRIDGE, AUSTRALIA

SOUTHBANK PARKLANDS, AUSTRALIA



BRISBANE BUSWAYS, AUSTRALIA

1980
Founded in Brisbane, Australia

25
International export countries

2200+
Endpoints | Largest security communication solution project

8
Market verticals

12%
Invested in R&D annually

100%
Committed to our customers

1
System, endless possibilities

Who we are

Solution providers

Jacques Technologies is a market leader in the innovation, technological design, and development of integrated IP communication solutions for world-wide markets. Intercom & public address systems are our core business. But our ongoing success is a result of those systems forming part of a larger security solution across many market verticals.

Experience

Intercom & public address systems are our core business. We have been designing and manufacturing them for over 40 years. The quality of our products, the technical capabilities of our team and our global distributor network ensure our integrated solutions work now yet offer flexibility if requirements change over time.

Reputation

Our brand, products and solutions are highly recommended and supported by security professionals, organisations and government departments in Australia and around the world. These organsations understand our ongoing commitment to quality and customer-driven development enabling them to install a Jacques solution with confidence.

What we do

Quality

Australian designed and manufactured with an exceptional combination of hardware quality and software expertise, Jacques is ISO 9001:2015 certified. Our products are designed and manufactured to ensure quality and reliability. With a significant amount of time spent in product research and development, our products are refined to meet and exceed customer expectations.

With a strict adherence to ISO quality standards, Jacques has ensured that quality not only goes into the product but in all processes affecting a product's lifecycle from initial research, design, implementation, maintenance, and replacement products.

Security

With a focus on security, our communication systems keep the global community safe. We provide encryption, ONVIF camera support, device tramper detection and advanced system redundancy.

Technology

Full IP communication from server to endpoint devices. The system operates on an IEEE TCP/IP network with all devices supporting IEEE PoE allowing for power, data, and voice communications to be transmitted via a single CAT5/6 cable. This allows for complete control over call paths and hierarchy. Control over who can call who ensures a flexible system. The IP technology backbone ensures small, large or multi-site systems can be created now or as your precinct grows and requirements change. Competitor products designed solely for residential markets cannot offer these added benefits of expansion in size or feature set or advanced configuration options available in a Jacques solution.

Integration

Critical in providing communication systems as part of a total security solution is the ability of our IP Communication Systems to integrate with many third-party systems. Integration via High Level Interface (HLI) is available to building and security management systems, CCTV, access control and digital telephony systems. Integration ensures Jacques' systems form part of a larger security solution while offering the benefit of a cohesive approach, better for overall security, better for installers and maintenance and better user experience.

Our product lifecycle

DEDICATED TO LONGEVITY | BACKWARDS COMPATIBILITY

For added peace of mind, all Jacques products are provided with a manufacturer's warranty from date of supply, with the option of additional warranty periods. At Jacques, we strive to manufacture our products to the highest standards to ensure their longevity exceeds 15 years as outlined in our Product Life Cycle policy available on our website. Jacques currently has products active in high-security applications that are over 20 years old. Our product development philosophy aims to ensure new products released to the market are backwards compatible, ensuring continuality of our solutions for decades.

Innovation

With a dedicated investment in R&D and a customer focus, we strive to deliver innovative products and solutions that are market-driven.

Reporting & Diagnostics

Our system features advanced diagnostic and health checking capabilities which are logged and reported, in real-time, 24/7.

The system continuously reports on over 320 events including configuration, call activity, device & system health status and faults. Every 5 seconds a heartbeat signal is sent & results are reported. This ensures that issues within a system are recognized instantaneously. Together these test results ensure the ongoing, functioning health of the entire system and ensure the reliability of communication-critical systems. Competitor systems offer little to no reporting or diagnostics, thus support for such systems would be difficult.

Customisation

All our products are conceptualised, designed, developed, and tested in-house. We are well placed in the market to provide customisation and deliver product uniqueness. Our inhouse team work with various project stakeholders on system design to ensure exceeded expectations.

Support

With many years of experience, our technical support team is available and are exceptional at resolving any customer issues. Backed by our software, engineering, and production teams, we can resolve any issues. Our network of distributors are also trained to provide localised support and service. 24/7 assistance is available to customers via our online support portal and extensive knowledge base. Accredited Technician training is available for customers to become Jacques Experts, like us.

Why we do it

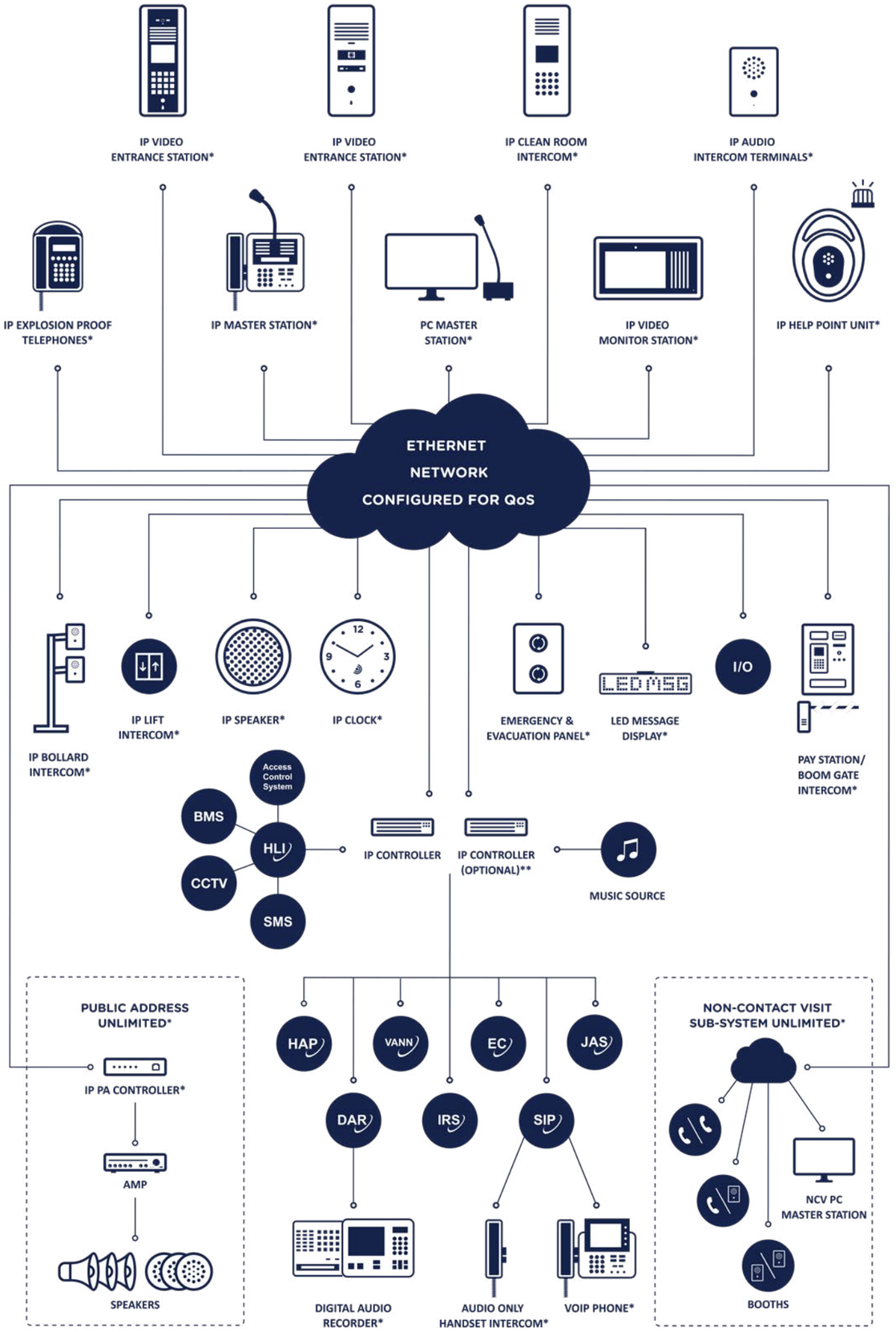
Keeping the community safe

Keeping the global community safe and secure by delivering innovative and integrated communication systems that have endless possibilities for expanding, adapting and enriching; now and into the future.

IP COMMUNICATION SYSTEM

One system, endless possibilities

The Jacques IP Communication System (650 Series) is built tough for critical, security communication in the secure facilities market, yet flexible and scalable to suit any market requirement where communication is vital. Featuring audio and video intercom, public address and help point units, communication with an individual or the masses is effortless. With the scope to achieve systems with an unlimited number of endpoints, and with virtually unlimited configuration options; the possibilities are endless.



*VIRTUALLY UNLIMITED. DEPENDENT ON SERVER CONFIGURATION AND NETWORK BANDWIDTH
**MULTIPLE CONTROLLERS AVAILABLE FOR REDUNDANCY OR DISTRIBUTED OPTIONS

INDUSTRY APPLICATIONS

A matrix of features and benefits designed for the customer, beyond the competition.

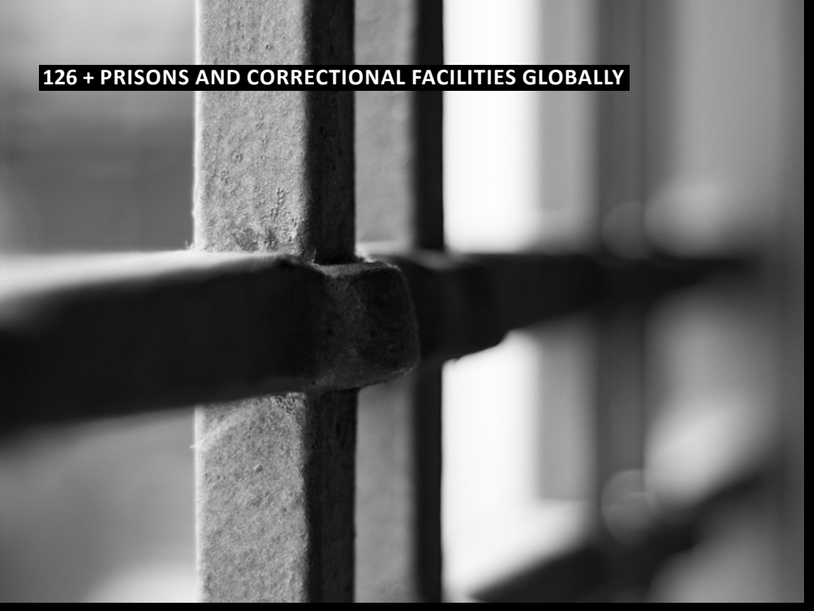
Note: Given the system design flexibility, all features are available across all markets. The below matrix provides a guide to the most common features and benefits, sorted by market streams.

SYSTEM MATRIX

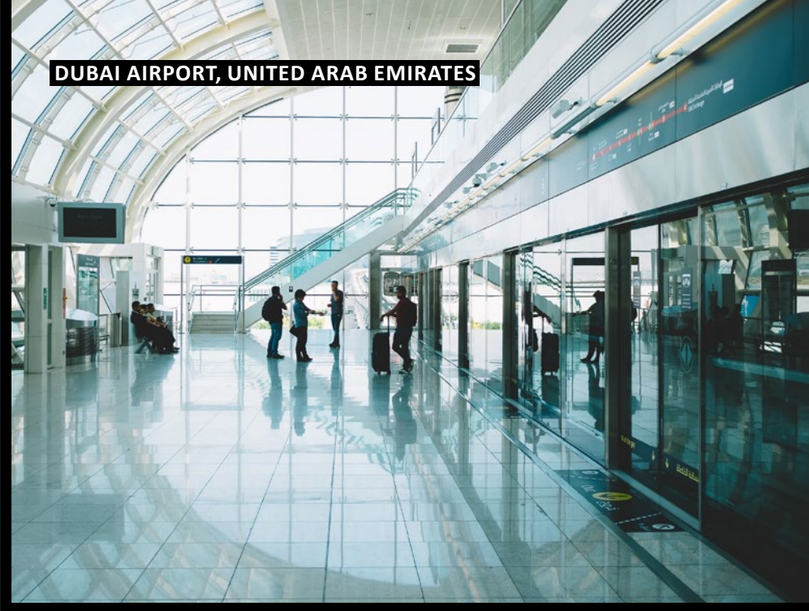
CORE SYSTEM FEATURES	SECURE FACILITIES	COMMERCIAL	EDUCATION School	EDUCATION Tertiary	TRANSPORT	INDUSTRIAL	SMART SAFE CITIES	HEALTH	RESIDENTIAL
True, IP (IEEE PoE) technology from server to endpoint	•	•	•	•	•	•	•	•	•
Crystal clear audio	•	•	•	•	•	•	•	•	•
Unlimited system scalability	•	•	•	•	•	•	•	•	•
Security - encryption, system access, LDAP for user authentication	•	•	•	•	•	•	•	•	•
Secuirty driven call functions	•	•			•	•	•	•	
> Monitor	•	•			•	•	•	•	
> Intrude	•								
> Isolate	•								
256 call priorities for critical communication	•	•	•	•	•	•	•	•	•
Configurable call hierarchy ensuring no call is ever unanswered	•	•	•	•	•	•	•	•	•
Configurable actions based on system rules & events	•	•	•	•	•	•	•	•	•
> SMS sending based on system events	•	•	•	•	•	•	•	•	
Call & system activity reporting & diagnostics	•	•	•	•	•	•	•	•	•
Continuous integrity, tamper & diagnostic tests for reliability	•	•	•	•	•	•	•	•	•
Acoustic testing of intercom speaker & mic for reliability	•	•	•	•	•	•	•	•	•
Redundency for ultimate uptime	•	•		•	•	•	•	•	
Easy expansion, not requiring additional hardware. Connect our devices directly to any port on a standard Ethernet network.	•	•	•	•	•	•	•	•	•
Acoustic echo cancellation (AEC) to significantly reduce unwanted background noise	•	•			•	•	•	•	
Complete system backup via schedule. Export backups & logs	•	•	•	•	•	•	•	•	•
Complete volume control for all audio paths	•	•	•	•	•	•	•	•	•
Cable extension option to extend IP reach beyond 100m	•	•	•	•	•	•	•	•	•
Centralised audio recording that is time/date stamped	•	•		•	•			•	
Distributed recording across multiple recorders	•								
ADVANCED SYSTEM FEATURES									
> Covert monitoring	•								
> Enhanced covert monitoring	•								
> Intelligence-hub covert monitoring	•								
> Threshold monitoring	•				•	•	•		
INTEGRATION									
Building management system	•	•		•		•		•	
CCTV	•	•		•	•	•	•	•	•
Access control	•	•		•	•	•	•	•	•
Digital telephony system (SIP)	•	•		•	•	•	•	•	•
Security management system	•	•		•	•	•	•	•	
Vivi (screen graphics shown on system event trigger)			•						

SYSTEM MATRIX

SUB-SYSTEMS & THEIR DEVICES	SECURE FACILITIES	COMMERCIAL	EDUCATION School	EDUCATION Tertiary	TRANSPORT	INDUSTRIAL	SMART SAFE CITIES	HEALTH	RESIDENTIAL
Audio Intercom									
> vandal & weather resistant intercom terminals	•	•	•	•	•	•	•	•	•
> inbuilt tamper detection	•	•	•	•	•	•	•	•	•
> entertainment intercom (music/audio streaming)	•								
> customisation available	•	•	•	•	•	•	•	•	•
> multiple audio stream configuration (recording, monitoring, CCTV stitching)	•	•		•	•		•	•	
> anti-ligature intercom panel design to prevent self-harm incidents in security environments	•								
> self-test button option to test, analyse & report on button mechanism remotely	•	•		•	•		•	•	
Video Intercom									
> high quality video communication		•						•	•
> receive text message from building manager/concierge									•
> missed caller image snapshot if call is unanswered		•						•	•
> select & view CCTV streams on monitor station		•						•	•
> configurable relay modules to trigger external equipment		•						•	•
> do not disturb at monitor station		•						•	•
Public Address									
> dynamic PA zoning	•	•	•	•	•	•	•	•	•
> unlimited number of PA zones	•	•	•	•	•	•	•	•	•
> unlimited number of endpoints in a zone	•	•	•	•	•	•	•	•	•
> live audio broadcast	•	•	•	•	•	•	•	•	
> operator triggered recorded announcement or alert	•	•	•	•	•	•	•	•	
> time/zone scheduled recorded announcement or alert	•	•	•	•	•	•	•	•	
> recorded announcement or alert based on system event	•	•	•	•	•	•	•	•	
> bell scheduling			•						
> text-to-speech for announcement creation		•	•	•	•	•	•	•	
> flexible audio upload of bells, tones, announcements, songs	•	•	•	•	•	•	•	•	
> shuffle announcement. Random play of playlist			•						
> Qbutton support via GUI/mobile/browser			•		•		•		
Help Point Units									
> weather protected, robust & vandal resistant HPUs		•		•	•	•	•	•	•
> 1 & 2 button options		•		•	•	•	•	•	•
> anti-graffiti coating		•		•	•	•	•	•	•
> customisation		•	•		•	•	•	•	•
> self-test button option to test, analyise & report on button mechanism remotely		•			•	•	•	•	•
> configurable relays for flexible integration to external equipment		•			•	•	•	•	•
		•			•	•	•	•	•
Accessibility									
> induction loop integration		•	•	•	•		•	•	
> DDA requirements met for mobility, audiblity, visibility		•	•	•	•		•	•	
> tactile signage & product customisation (eg. braille)		•	•	•	•		•	•	
Visit Systems									
> Non-contact visit system	•								
> Contact visit system	•								
> Cell to cell communication	•								
> Cell conference	•								


126 + PRISONS AND CORRECTIONAL FACILITIES GLOBALLY

BURJ KHALIFA, UNITED ARAB EMIRATES


DUBAI AIRPORT, UNITED ARAB EMIRATES

WELLINGTON AIRPORT TUNNEL, NEW ZEALAND

KUALA LUMPUR INTERNATIONAL AIRPORT, MALAYSIA

A global reputation

Jacques, together with our global partners, have completed a large number of projects in Australia and globally. Each project delivered featured a quality IP communications solution that satisfied the customer requirement.

Projects

Abu Dhabi Midfield Terminal (UAE)
Afghanistan Prison (AF)
Ambrose Treacy College (AU)
Auckland Region Women's Corrections Facility (NZ)
Bentong Prison (MY)
Brisbane Busway (AU)
Brisbane State High School (AU)
Burj Khalifa (UAE)
Bus Rapid Transit (BRT) Sunway (MY)
Cessnock Juvenile Justice Correctional Centre (AU)
Christmas Island IRPC (AU)
Clarence Correctional Centre (AU)
Cyprus Prison (CY)
Dillwynia Correctional Centre (AU)
Dubai Airport (UAE)
Dubai Mall (UAE)
Fiona Stanley Hospital (AU)
IKEA Mytown Kuala Lumpur (MY)
International School of Kuala Lumpur (MY)
Kuala Lumpur International Airport (MY)
Lady Cilento Children's Hospital (AU)
Maldives Prison (MV)
National Heart Centre (SG)
Royal Children's Hospital (AU)
Rimutaka Correctional Centre (NZ)
Somerset College (AU)
South Bank Parklands (AU)
Southern Cross University (AU)
Wellington Airport Tunnel (NZ)
West Connex Tunnel (AU)

ENGLISH (AU)

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