MULTICOM
systems

The future of alarm communication

Reliable and secure alarm communication solutions for professional installers

Leading Australia's alarm communication industry for over 20 years

For over two decades, Multicom Systems has helped thousands of clients with secure alarm communication solutions.

Our dedicated team is committed to meeting and exceeding our customers' expectations by providing reliable, high-quality products. We understand the importance of delivering cost-effective solutions without compromising on quality.

Our class-leading Series II communicators are equipped with the most advanced hardware and backed by the most secure communication network available today. We offer the latest technology across the 4G LTE, IP, and IoT networks, ensuring that your clients have access to the most advanced solutions available. Plus, with our industry-leading product and technology guarantees, you and your clients can trust that our products will perform reliably and meet your high standards.

At Multicom Systems, we know that every partner and client is unique. That's why we take the time to listen and understand your specific needs and provide tailored solutions to meet the requirements of your clients. From industry-leading product cost of ownership to customised solutions for your clients' unique needs, Multicom Systems is here to support you every step of the way.

When it comes to your clients' critical alarm signals, you need a solution that you can trust. With Multicom Systems, you can have peace of mind knowing that our products are designed to provide superior intelligence and quality, ensuring that your clients receive the best possible solution for their needs. We're committed to working with you as a trusted partner, and delivering the most reliable, high-quality communicators to your clients.

Your partner for delivering mission critical connectivity from protected premises to alarm monitoring centres

- 99.99% guaranteed alarm transmission delivery - even during major outages

- Faster transmission speeds with scalable data capacity

- Lifetime warranty with a 15-year technology guarantee

- Australian designed products with local 24-hour support

- Intuitive and innovative software for real time management

- Meets Australian communication standards

Experience enhanced security with the Multicom Network

The solution for reliable alarm transmission and communication redundancy with a 99.99% network uptime guarantee

At Multicom Systems, we understand that security is paramount when it comes to alarm delivery. That's why our patented network is fully managed by a team of skilled professionals to provide you with unparalleled security, reliability, and intelligence.

Ensuring that your data remains secure and protected at all times, our network facilitates a fully encrypted virtual private link that enables seamless transmission from your customer's panel to the monitoring centre. With our own dedicated and cloud-based technology, our network functions as a single, highly available, and redundant system, delivering 99.99% uptime to guarantee reliable alarm transmission even during major outages.

Choose Multicom Systems for unmatched security, reliability, and intelligence in alarm delivery. Trust us to keep you and your assets safe and secure.

Support services you can count on

Helping you deliver the best service possible to your clients

We know that installing a security system can be a complex process, and sometimes unexpected issues can arise. That's why we offer comprehensive support services to help you with any technical questions or concerns you may have.

We offer a comprehensive library of alarm panel manuals to help you troubleshoot common issues and ensure that your installations are operating at their best. Our team is always available to provide guidance and advice on how to operate our products effectively, so you can deliver the best possible results to your clients.

Our team is available to provide 24/7 emergency support, so you can have peace of mind knowing that you can get help when you need it. We don't use outsourced overseas call centres or automated voice systems. When you call us, you will speak directly to our Multicom Systems technicians here in Australia.

We're committed to providing the best quality and reliability in all our products. That's why we offer a lifetime warranty. If anything goes wrong, we'll be there to fix it for you, so you can focus on delivering exceptional installations to your clients.

We understand that technology is constantly evolving, and we want to ensure that our products remain at the forefront of the latest advancements. So you can always offer your clients the latest technology, we offer a 15-year technology guarantee which means that if the technology used in our products becomes outdated, we'll upgrade them for you at no cost.

At Multicom Systems, we're committed to providing reliable support services to help you succeed in your security installations.

Multicom alarm communicators

Connecting you to mission critical security

Multicom
DUAL CARRIER
Telstra & Optus

Multicom
15 YEAR
Technology Guarantee

Multicom
LIFETIME WARRANTY
Multicom

Low Power Consumption

When you choose a Multicom Systems product, you're choosing the best in the industry. We offer a range of innovative products that are designed to meet your clients' specific security needs. Our range is compatible with all alarm panels.

Our products provide the highest level of security for your clients' assets. Not only do our products deliver alarms across multiple paths, but they also enable the monitoring centre to check the integrity of the alarm system and connection every twenty seconds.

We know that many clients are switching from PSTN to NBN/VoIP technology, and we've designed our products to be NBN and VoIP ready, ensuring that your clients' traditional alarm systems continue to work seamlessly even after the switch.

With Multicom Systems our devices are designed and supported in Australia ensuring that they meet the highest standards of quality and reliability. Our products are built with the highest quality components and undergo rigorous testing to ensure that they meet the highest security level of Australian Standard AS2201.5 2008.

We also know that time is valuable, which is why our devices are quick and easy to install. Trust your installations will be completed efficiently and effectively with Multicom Systems, without sacrificing quality or performance.

Multicom System software and apps

Comprehensive tools to enable configure, manage and monitor your critical alarm communicators

Multicom System provides a range of powerful software and apps designed to help you configure, manage and monitor your Multicom devices with ease. Whether you're using a PC, Apple or Android device, our comprehensive tools are at your fingertips.

TechTools

A comprehensive installation app for technicians that lets you manage, configure and commission your Multicom alarm communicators in the field, in real-time.

AlarmLINK

Alarm and fire monitoring in one device. Connect and control your home and business' alarm system from anywhere in the world.

Multicom Smart Modem

Software to remotely access and control alarm panels attached to Upload/Download enabled Multicom devices at client sites.

CAMS Integration

Action alarms faster and improve every facet of your monitoring centre operations with integration to Complete Asset Monitoring System (CAMS). With over 90% of the monitoring market share, CAMS is Australia's leading alarm monitoring software platform.

Multicom Systems

12 Bentley Street, Wetherill Park NSW 2164 Australia

1300 603 704

sales@multicomsystems.com

www.multicomsystems.com