About us

With offices in London and Newcastle, we design, install and service entertainment and control systems for our clients.  The service is personal, unintimidating and of the highest quality.  We create systems that enrich and support our clients’ lives, giving them the technology they need without the compromise.

Residential section

Audio Visual Systems

* Easy, discreet access to all your music, wherever you are in your home or garden
* iTunes, Spotify, Internet Radio, DAB etc all supported
* Full HD TV and direct access to your personal TV recordings wherever you are in the house
* We're committed to the highest quality music and images - even old school Hi-Fi buffs can get what they need from our team

### Home Cinema

* Professionally designed home cinema – tailored to suit your budget and your space
* We can deliver dedicated projection screening rooms with sound and images equalling commercial cinemas or discreet solutions that disappear when they’re not needed
* Who will love this more-you or your kids?

### Lighting Control and Design

* Mood lighting – whole room or house control from a single button press
* Energy efficient lighting
* Automated window treatments from world leading manufacturer Lutron
* Full automation giving control and timer functions when you are away from home

### Access Control

* Video and audio door entry to keep your property secure
* Control from your iPad, iPhone, dedicated wireless handsets and wall units
* "Frictionless" access for trusted individuals or vehicles via RFID, biometrics and PIN codes
* Automation of gates and barriers

### Communications/ Broadband Networks

* Data networking – a solid infrastructure for now and the future
* "Designed in" robustness and security
* Reliable WiFi network in all areas of the house including garden (if required)
* Analogue, Digital and SIP “cloud” based phone systems
* In house expertise on file sharing, secure backups, equipment synchronizing and “cloud” based solutions
* Supply of dedicated Fiber optic leased line connections upto 1GB guaranteed
* Mobile phone signal boosting

### CCTV/ Security

* Personal reassurance while you are at home and confidence when you are away
* Access images remotely on all your devices, where ever you are in the world
* High definition IP cameras giving evidence grade recordings
* Alarms installed and certified upto grade 1 response category with two way audio

### Climate Control/ Renewable Energy

* Combining internal and external sensors provides "intelligent" control that reduces energy consumption
* View and manage energy usage on your control interface
* Integrate and manage micro generation information
* Solar power, wind turbines and hydro generation can all be accommodated

### Bespoke Solutions

* Single unified control platform for multiple systems from different manufacturers
* Personalised control including 3D floorplans and client specific graphics
* Control water features, alerts from security/fire alarms
* Automation of doors,windows and blinds
* Automation of TV Brackets and Pop Mechanisms (link to Home Automation Page)

### Tender Design Consultants

* Work closely with client to establish brief for tender
* Work with design team to define a bespoke package
* Fully documented to allow for easy cost comparison between installation companies
* Review submitted tenders for compliance to brief

Support Services

Given the complexity of today’s technology, some clients prefer to know that someone is pro-actively checking the smooth running of all their systems, rather than just being on call when things break down. Our home support contract offers additional options for remote monitoring of IT networks, surveillance cameras and other technologies including exciting new advances in medical monitoring.

* No ticking clock: Platinum Technologies provides an **'unlimited' support service** where you do not have to worry whether it takes 1 minute or 1 hour to fix a problem
* We offer a **one-stop shop** covering all aspects of IT, audio-visuals, lighting & heating control (the latter as installed by Platinum Technologies)
* In order to support you efficiently we use **state-of-the-art encrypted remote access technology** to fix your systems from our offices and we will send an engineer out to site as soon as we can if needed
* We record your key account information and details of your household technical services in a **secure database**. We also save your system configurations to get you back up-and-running if equipment should fail
* We offer a **range of bolt-on services** from internet provider migration to one-on-one training
* We will also manage this whole support system using **secure online billing and ticketing** systems for which you will have a personal login to check on the progress of support requests, your support history and to manage your subscription billing and bolt-ons

The home is evolving: becoming more capable but also more complex. Call us today on **020 7101 4455** to get a bespoke support package for peace of mind no matter whether the TV is acting up or your email just won't send.

Commercial section

# Audio Visual

Platinum Technologies provide an extensive range of state-of-the-art video conferencing and audio visual services, combining design, procurement, implementation and support to give a complete end to end service.

Our highly trained staff provide a focused approach to the design and installation of control, visual and audio systems. Project managers and engineers are highly experienced in a wide range of services involving multi-room, multi-source audio visual systems, lighting and video conferencing, thus providing a complete suite of professionally installed solutions.

Our services include video conferencing to single user, desktop or multi room environments; Integrated Audio Visual to commercial, home & marine sectors; Interactive Audio Visual providing true collaboration anytime ,anywhere; Audio Visual Control for intuitive operation of all equipment and management of systems locally or over the WAN to include lighting, blinds and thermostat control; Digital Signage providing a replacement solution for static signs communicating key information and complex messages to almost any audience, anytime, anywhere; Distributed TV and Video including High Definition feeds to any device using the structured data cabling network.

Our designs combine a simple approach of understanding a client's functional requirements within a space, consideration of the complete IT infrastructure and then matching these needs to a design that gives maximum user experience, intuitive control, sustainability and provide a value for money on your investment.

# Networks

It has always been our belief that whatever technology is being used to run a business, it is completely reliant on the very network platform it sits on.

Platinum Technologies is dedicated in providing customers with the right network platforms to underpin their business requirements and form the core of our solution designs. Whether it is voice, data or video we aim to look further that the immediate requirement to ensure that the solutions we implement now will support the applications of the future.

Our solutions include the design, installation and support of local area networks for office space, commercial, retail, computer rooms and technical facilities; Wireless solutions for network overlay, guest access, location tracking or complete coverage; structured cabling solutions utilising copper and fibre implemented by our BICSI RCDD qualified designers; energy management systems providing borderless networks to deliver intelligent, adaptive services to streamline your operations and increase flexibility, efficiency and security.

# Unified Communications

Simplify business processes that depend on human interaction. Platinum Technologies Unified Communications solutions help close the productivity gap created by globalisation.

By using the intelligence of the network for context and collaboration, your organisation can move with greater speed and agility. Employees, business partners and customers can connect in real time and conduct business across multiple work spaces.

Our Unified Communications solutions combine all forms of business communications into a single, unified solution for powerful new ways to:

* Collaborate across companies and work spaces: Secure unified communications help coworkers, partners, vendors, and customers collaborate using any combination of clients, applications, and devices.
* Accelerate decision making and customer service cycles: Unified communications improve productivity and help connect employees and customers with the information and expertise they need in real time.
* Innovate across the value chain: Unified communications capabilities embedded into work flows and business applications can transform business processes and increase customer satisfaction.
* Integrate applications: Unified Communications integrated with other applications allow workers to collaborate in real time using their favourite tools and software.

# Building Security

At Platinum Technologies we look after your business by delivering high quality (TBSM) Total Building Security & Management solutions. We are specialists in traditional and IP-based Access Control, CCTV and Building Management Systems. We take advantage of the advances in security, IP management and surveillance technology to get the best out new devices and software, and minimize any risks and costs to your business.

With our Groups combined expertise, we can easily integrate with existing or new IT infrastructure or Audio / Visual systems to provide a complete building wide portfolio of services to manage, secure and evolve your building so that it meets the legislation constraints for carbon foot print and sustainability, ease of access for the occupants and visitors and above all the security that your business demands.

From single devices to complex, integrated systems, each project is unique to you and your business and is given due care and attention to ensure that you are fully protected with the highest level of system monitoring whilst minimizing the costs of managing your building infrastructure.

## Building Management Systems

### Understanding Energy Saving

We understand that energy and carbon saving are high on the agenda for businesses today. We have a range of offerings to allow building owners/occupiers to control, monitor and manage their actual energy usage and compare this to required values. We can assist in designing, specifying and supplying the latest integrated technology for tomorrow's buildings encompassing such areas as lighting, energy efficiency, heating, ventilation and air conditioning control.

The requirements placed on building services plant are becoming more complex and there is an increased demand for standardised communication. As a result our comprehensive offering is based on international standards and state of the art technologies including BACNet and KNX.

# Support Services

Platinum Technologies provide a comprehensive range of support services based around tailored service levels to ensure the project is cared for during and after installation. All services are managed by our trained Service Desk Operators giving customers a single point of contact whatever the requirement.

We recognise that all Companies support requirements are different and a tailored approach is needed to provide the support and maintenance services that will either part or fully manage the required technology. This gives the customer the right service levels to optimise performance of the technology and to protect long term investment through efficient maintenance.

### Our Support Services Include -

* AV/VC Maintenance
* Telephone and UC Maintenance
* Network Support Maintenance
* Desktop / Server Support Maintenance
* Works Arising
* Project Support
* Procurement Management
* MAC'S (moves, adds & changes)