

SYDNEY ZOO

| NSW

INTEGRATED SECURITY SOLUTION | LARGE-SCALE SITE PROTECTION | 24 X 7 MONITORING



Sydney Zoo | RealGuard Live Video Monitoring

Mr Burgess
CEO
Sydney Zoo

“For us, RealGuard was an ideal solution. By combining technology with remotely located operators, we were able to eliminate on-site night guards while ensuring every incident is immediately actioned...

We also hired RealGuard Rapid deployment Live Video Guarding towers during the zoo construction phase when the site was most vulnerable to theft and vandalism, which proved to be very effective in protecting both us and our contractors.”

THE CHALLENGE

Sydney Zoo required a highly effective security solution for a large, complex site with multiple risk layers — including animal welfare, public safety, and asset protection.

Key challenges included:

- Securing a 41-acre open environment with multiple access points and perimeter exposure
- Protecting animals, infrastructure, and assets during both construction and operations
- Managing security across diverse and fragmented systems, networks, and contractors
- Reducing reliance on costly and inconsistent physical guarding
- Delivering a solution that balanced high security performance with a positive visitor experience

The key issue was not just coverage — but creating a unified, responsive system that could detect, verify, and act immediately across the entire site.

THE SOLUTION

RealGuard deployed a fully integrated, intelligence-led security solution tailored to the scale and complexity of Sydney Zoo.

The solution delivers:

- Integration of existing CCTV, alarm systems, and perimeter electric fencing into one unified platform
- Additional cameras and intrusion detection sensors installed at critical locations
- 24/7 live video monitoring by trained operators
- Real-time detection, verification, and response to all incidents
- Two-way audio to immediately challenge unauthorised activity
- Escalation to authorities only when genuine threats are identified

Sydney Zoo adopted a rental model for the full solution, removing upfront capital costs and ensuring predictable operational expenditure.

THE OUTCOME

The transformation delivered a highly effective, scalable security model — replacing traditional guarding with real-time, technology-led protection.

Results delivered:

- Complete removal of on-site night guard requirements
- Immediate, proactive response to all detected activity
- Enhanced protection of animals, assets, and infrastructure
- Significant reduction in operational security costs
- Six-figure annual savings compared to traditional guarding models
- Consistent, reliable security performance across the entire site

Sydney Zoo now operates with a world-class security solution designed to detect, deter, and respond in real time.

WHY IT WORKS

By combining advanced technology with live operator intervention, Sydney Zoo achieved full site visibility and control without the need for on-site guards. The result is a proactive, cost-effective security model that delivers stronger protection while significantly reducing ongoing operational costs.

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