

# UTILITIES



# TORUS

[torus-technology.com](https://torus-technology.com)

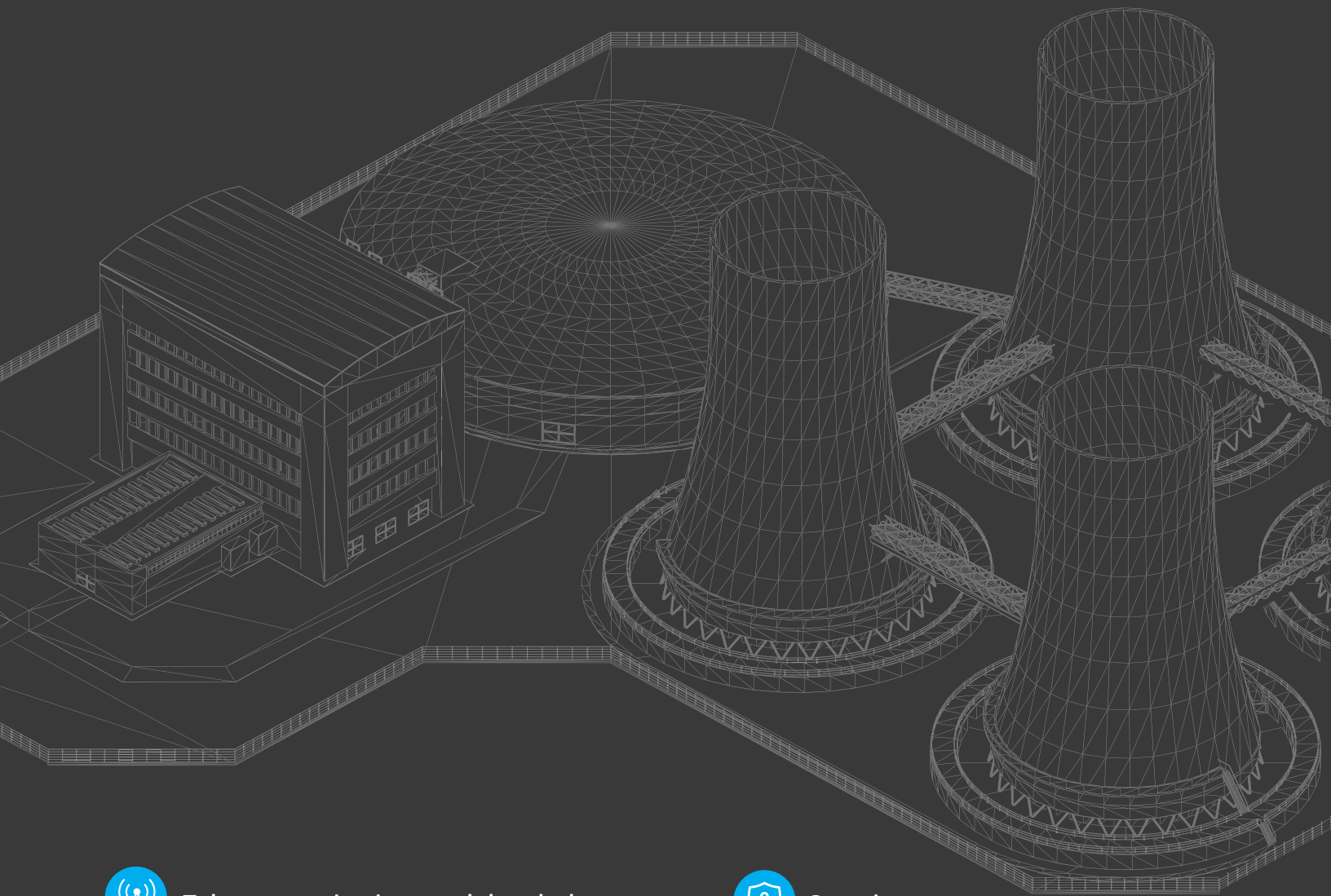
## CLOUD-NATIVE ACCESS CONTROL FOR KEYS



# KEEPING TRACK OF THE UTILITY KEY MAZE

In the utilities industry, every key unlocks critical access. But with so many keys in so many places, it's all too easy for them to go missing.

Uncontrolled access to keys can result in severe consequences, including increased downtime, safety risks, non-compliance with industry regulations and reputational damage - which means lost business.



Telecommunications and data hubs



Control rooms and monitoring cameras



Water treatment and pumping stations



Electrical substations and grid infrastructure



Security



Grandmaster / master keys



Vehicle and fleet access



Emergency access and overrides

# THE PROBLEM WITH KEYS

A missing key is more than just an inconvenience. It's a risk. Because in utilities, if the right key is lost or unavailable, the consequences can be severe.



## Escalating replacement costs

Regularly replacing missing keys and locks becomes very expensive, very quickly.



## Wasted time and resources

Managing keys takes away from other important tasks.



## Health and safety hazards

When keys go missing or end up in the wrong hands, it puts safety on the line.



## High security risks

Physical vulnerabilities can expose sites to intrusions, potentially disrupting operations and leading to daily revenue losses.



## Operational inefficiencies

Manual key handling and travelling between sites - just to collect keys - increases staff downtime and reduces productivity.



## Non-compliance

Problematic key management goes against the utility industry's strict regulations concerning security and access.

# WHAT IS TORUS?

Torus is a cloud-native access control solution for keys. It's easy to use and scale across multiple sites - allowing you to manage your organisation's keys, cards and tags with ease.

Since 2001, Torus has revolutionised key management in the utilities sector.

Harnessing the power and security of cloud-native technology, Torus will elevate the efficiency, security and safety of your workplace.

Torus is proven to mitigate security risks, enhance accountability, ensure authorized access and deliver rapid return on investment.

So, stop wasting time on manual key management. With Torus, you can have complete key control at your fingertips.



# COMPLETE CONTROL AT YOUR FINGERTIPS

Control every key across your utility network and ensure only authorised staff access critical infrastructure. You'll also benefit from a secure, scalable system designed to meet the demands of the utilities industry.



## Easy to install

With POE, DHCP and no local server requirements, Torus can be fully installed within an hour.



## Cloud native

Seamlessly connect key cabinets without any IT hassle and access the software from anywhere.



## Certified security

Gain peace of mind with a team of over 3500 Microsoft cybersecurity experts working to safeguard your data.



## Remote key control

Make fast, informed decisions with insightful dashboards and reports accessible from anywhere, anytime.



## Unlimited scalability

Use one account for unlimited keys, cabinets and buildings – perfect for organisations with multiple locations.



## SMS and email alerts

Resolve security issues faster and keep the right people informed with real-time notifications.



## Return on investment

Eliminate labour costs, contractor fees and the price of changing locks.



## Solution for the future

Torus keeps evolving with over-the-air updates – making it a smart, long-term investment.

# DELIVERING SAFETY, SECURITY AND OPERATIONAL EFFICIENCY TO YOUR SITE

## SAFETY

### Exception reporting

Torus reports on overdue keys, changes to access rights, unauthorised access attempts and deleted users

### Full audit trails

We audit every key event or action that takes place in your organisation so users are always accountable

### Electrical safety

Torus has achieved the highest levels of electrical and radio frequency safety certifications

## SECURITY

### Multi-custody keys

We ensure dual or multi-authentication to access critical keys and assets.

### Access schedules

Torus grants or restricts access to keys based on day and/or time restrictions.

### Real-time alerts

Torus sends you real-time SMS and email alerts on key transactions.

## EFFICIENCY

### Automated access

Torus ensures keys are available 24/7 to authorised users - no need for security personnel to manage keys manually.

### Key return assurance

Torus ensures that keys are always returned and never leave the site.

### Seamless integration

Torus integrates with existing access control and other third-party systems.





# TORUS MAKES EVERYONE'S LIVES EASIER



## OPERATORS

Torus ensures field operators have secure, 24/7 access to critical infrastructure without delays.

This means technicians can focus on maintenance and repairs without worrying about lost or misplaced keys.



## MANAGERS

Torus delivers control over keys and improves efficiency across sites –making a manager's job much easier.

With automated alerts and full reporting, staying on track of your keys has never been simpler.



## SECURITY

Torus enhances security with exception reporting, real-time alerts and multi-factor authentication, preventing unauthorised access to your facilities.

Plus, detailed schedules help maintain compliance with industry regulations, ensuring key control at every level.



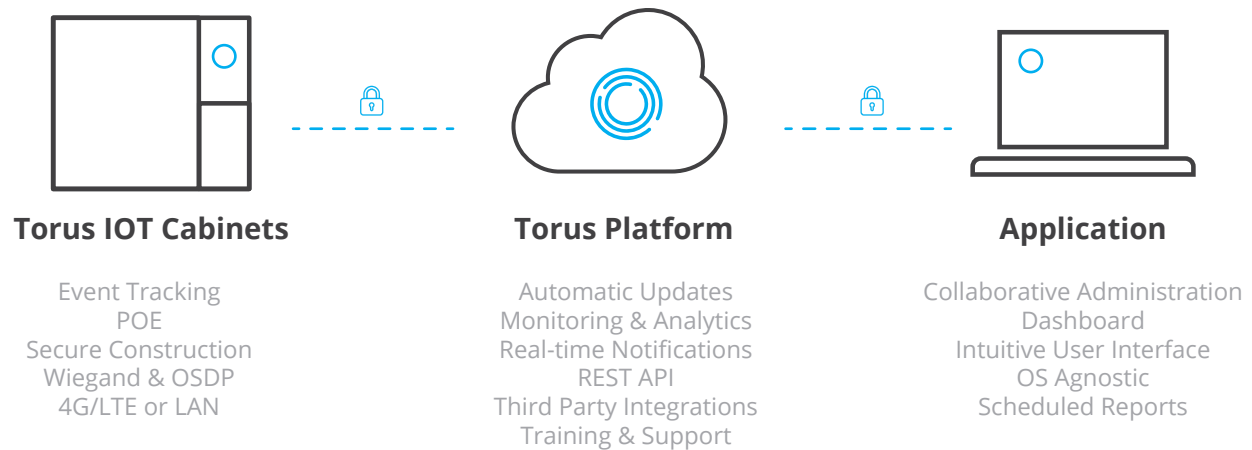
## CONTRACTORS

With Torus, contractors receive controlled, time-limited access to keys without compromising security.

What's more, with automated schedules and real-time reporting at their fingertips, your administrators will always know who's working when and from where.

# HIGH SECURITY CLOUD INFRASTRUCTURE

Built using the power and security of Microsoft Azure, Torus provides an enterprise-grade key management system.



## Manufacturer

Torus is designed and manufactured by CIC Technology Pty Ltd, an ISO 27001 & 9001 certified organisation.



## Data Security

Torus software inherits Microsoft Azure's multi-layered security, deployed across physical data centers, infrastructure and operations. It is supported by the largest team of cybersecurity experts in the world.

## Certifications

Tier 4  
ISO/IEC 27001  
ISO/IEC 27018

CSA  
SOC 1  
SOC 2

PCI  
DSS  
HIPAA



# CALIFORNIA WATER SAVES 2,152 HOURS A YEAR – ACHIEVING A 3-MONTH ROI

California Water Service (Cal Water) is the largest regulated American water utility. The San Jose-based company serves 492,600 customers through 23 districts across the state.

THE CHALLENGE	THE SOLUTION	THE OUTCOME
<p>The facilities team at Cal Water faced significant challenges in managing keys at one of their sites.</p> <p>Without a key management system in place, staff and contractors had unrestricted access to critical keys, creating security risks and operational delays.</p> <p>Issues included:</p> <ul style="list-style-type: none"> <li>✖ Keys being handed out manually, wasting staff time</li> <li>✖ No visibility or accountability over who had which keys at any time</li> <li>✖ Lost and unreturned keys causing security concerns</li> <li>✖ Keys being taken without authorization.</li> </ul>	<p>Cal Water chose Torus to provide key control, improve efficiency and enhance security.</p> <p>In return for a modest \$17K investment, Cal Water now:</p> <ul style="list-style-type: none"> <li>✔ Has a Torus-50 cabinet with credential-based access</li> <li>✔ Enjoys automated key management to eliminate manual handovers</li> <li>✔ Receives SMS and email alerts to staff and managers for unreturned keys</li> <li>✔ Has access to a full audit trail of every key transaction.</li> </ul>	<p>Cal Water has transformed its operations, achieving significant time and cost savings.</p> <p>As a result, it:</p> <ul style="list-style-type: none"> <li>+ Saved 2,152 hours per year in staff time</li> <li>+ Saved \$83,000+ in annual labor costs</li> <li>+ Achieved ROI in just 3 months</li> <li>+ Improved security with controlled, monitored access</li> <li>+ Reduced administrative burden with seamless automation.</li> </ul>

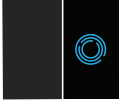
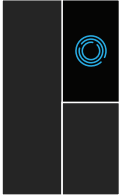
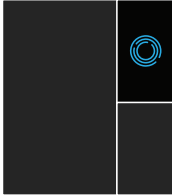
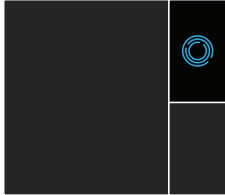
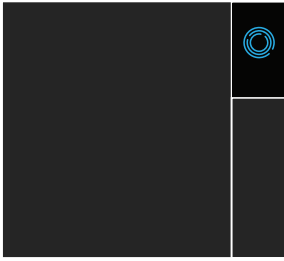


*Torus transformed our site operations. The ability to track and control keys access in real time has significantly improved our security, giving us complete visibility over key movements. The investment has truly paid off.*

Operations Manager, **California Water**



# THE NITTY-GRITTY

					
	TORUS 5	TORUS 15	TORUS 25	TORUS 50	TORUS 100
CAPACITY	5 key sets	15 key sets	25 key sets	50 key sets	100 key sets
WEIGHT	15Kgs	35Kgs	40Kgs	54Kgs	89Kgs
HEIGHT	335 mm	675 mm	672 mm	675 mm	942 mm
WIDTH	485 mm	532 mm	620 mm	840 mm	1036 mm
DEPTH	182 mm	182 mm	182 mm	182 mm	182 mm

## ACCESSORIES



EMERGENCY  
READER DEVICE (ERD)



BIOMETRIC  
READERS



TAMPER-PROOF  
KEY RINGS



PROX  
READERS

Get in touch to learn more about how Torus  
can revolutionise your utilities organisation.

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