SureView Response

THE OPEN RESPONSE PLATFORM FOR RUNNING YOUR SECURITY COMMAND CENTER

SureView Response is a SaaS (Software-as-a-Service) security response platform designed for businesses and organizations of any size to maximize the efficiency of their operations in order to improve security outcomes. Because SureView Response is a SaaS it is sold on a subscription basis.

THE CHALLENGE

In many security command centers, front-line staff use a myriad of different systems to manage and respond to different types of alarms and events. Some of these processes are time-consuming, manual, and often inconsistent. Without proper reporting metrics, operational performance is difficult to measure and training and support costs are high.

THE SOLUTION

SureView Response is designed to improve the operational efficiency of your command center but, how is this measured? The key metric for all security tools is simply to improve response time.

Response time is the most important metric because it drives so many other important deliverables. Security teams that can respond to events in as close to real-time as possible are more likely to meet with success. A quick response time improves outcomes when intercepting someone on a BOLO, dispatching guards to a suspicious object, or providing assistance to someone who has injured themselves on campus. The SureView Response platform addresses these operational issues with a consistent interface that standardizes response and so speeds up and improves efficiency.

HOW DOES IT WORK?

In its simplest form, as events occur (i.e. an alarm is raised for a door held open, someone reports a suspicious package in the lobby, etc) the operator processes these alarms from a universal alarm queue that is organized based on the type of event and its priority.

SureView Response then provides the key information operators need in order to respond effectively to the event. Information includes maps and floorplans of the location, contact information for key staff, and perhaps most importantly, an Action Plan for the operator to follow. This plan provides specific directions to ensure response is consistent. Yet, it is also flexible enough to allow operators to remain in charge if the situation changes.

If there are cameras near the incident, Response will automatically stream these to provide greater situational awareness. Operators can share their view with others to help coordinate escalating events, while also providing the power to automatically create a SitRep (Situational Report) to send to key stakeholders so that everyone is kept aware of the event status. Every action the operator takes while responding to the event is tracked in a date/time audit trail. This provides real-time data for post-event analysis, management reporting, and can be shared for further investigation with systems such as our record and case management module, Cases.
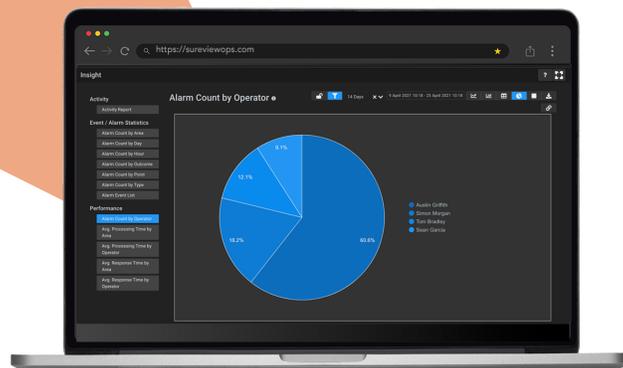
WHAT MAKES SUREVIEW RESPONSE UNIQUE?

1

Single Interface for Response
A simple-to-use operator interface ensures that there is a consistent and rapid response to every event. All the key information about the event is displayed—details about the alarm, a map of the location showing nearby security assets, the action plan to follow for the event, and if there are cameras nearby it will automatically stream these for greater situational awareness.

2

Alarms From Any Source
SureView accepts alarms from any device, system, or person. Whether your team is responding to alarms generated by security systems such as access control, video analytics, intruder alarms, or reported by staff or visitors, such as a medical incident—the SureView's Response interface remains consistent.

3

Enforce Policies with Customizable Action Plans
Build simple, repeatable steps for the operator to follow when responding to events. Action Plans can be associated with an event type or a specific alarm at a specific location—for example, use a different Action Plan when there is a door-held-open alarm at the data center. Actions can be shared with other operators, allowing one operator to focus on completing one set of actions—say the "security actions "while another responds to a second set, say, the "medical actions".

4

Improved Situational Awareness
Familiar mapping tools combined with easy access to live camera streams provide operators with the real-time data they need to respond quickly. Searching for the right video feed is often frustrating and wastes valuable time. Our patented Geospatial Asset Association (GAA) technology solves this challenge by identifying and automatically streaming the cameras that are closest to the event so the operator has immediate situational awareness. Combined with floor plans, nearby field staff, and other security assets, this visualization virtually brings the operator into the scene.

5

Centralized Reporting and Analysis
Managers can easily identify the trends and metrics that impact the performance of their teams. Every action taken in response to an event is automatically audited by SureView, providing a complete set of metrics so that management and teams can quickly identify bottlenecks, or pinpoint and act on data to improve response time. Automating compliance and management reporting this way eliminates many of the common time-consuming and tedious processes necessary when managing data from disparate systems.

It's Easy to Get Started
SureView Response is offered as a SaaS (Software as a Service) allowing security leaders to embark on a new project without completely overhauling their operation. This hosted service is offered on a free-30-day-trial, and can be operational within a week

sureview
SIMPLIFY SECURITY OPERATIONS

ABOUT SUREVIEW SYSTEMS

SureView Systems is a global provider of software that improves the ability of security operation centers to manage and respond to security events. SureView is deployed successfully in a wide variety of environments including law enforcement, transportation, critical infrastructure and commercial organizations. SureView supports the largest integration library in the industry, enabling ease of deployment and system administration for a wide variety of organizations across the globe. SureView Systems is an ISO27001 certified company and software is compliant with the most demanding corporate standards for IT and Networking security.

More Information.
For more information please contact SureView at 1-888-387-2860 or visit us www.SureViewSystems.com