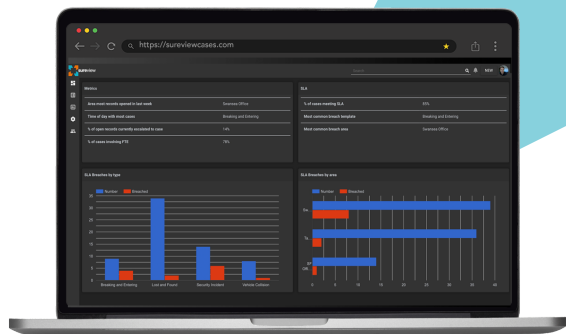


# SureView Cases

## THE FLEXIBLE CASE MANAGEMENT PLATFORM DESIGNED FOR SECURITY OPERATIONS

Introducing SureView Cases, an investigations and record management platform for security operations teams. It's flexible and open software architecture makes it uniquely adaptable to any organization.

It's the first platform to specifically connect and share vital event information between operations and investigators, connecting siloed teams and delivering operational efficiency through integration.



### THE CHALLENGE

Security Operations teams typically don't have a system created with them in mind—they often have to use a records management platform designed for IT, HR, or Accounting. The workflows, rules, and automation are not tailored or flexible enough to adapt to the unique needs of security teams. Within a security team, the process to share information between SOC operators, field teams, investigations, risk management, or law enforcement, is often fractured and disconnected. This results in time consuming processes, duplication of effort, and inefficiency. Every organization is different and the workflow process within a group varies widely between types of events, eg. the workflow for a basic lost-and-found is vastly different from a reported theft or employee harassment. Teams are looking for a system that can easily adapt to the unique information and workflow of their organization.

### THE SOLUTION

SureView Cases is an incident tracking and investigation interface that allows investigators to track, record, and share information about any type of event—easily and accurately. Whether your team is triaging an event or investigating afterwards, the information is right there—from an elevator entrapment to more serious incidents such as an injury or assault. With the flexibility to create your own workflows, Cases can be customized to meet the security needs of any organization. The system automatically audits and automates record keeping and compliance, and seamlessly delivers information from operations to investigations teams—immediately, succinctly, accurately.

### WHAT CASES DOES

It all starts with a record. A record can be anything, it could be a service ticket, a record of a slip and fall, a report of loitering in the lobby, a report from an employee of a suspicious incident or person, vehicle damage—the options are endless.

And, there are multiple ways a record can be opened. When connected to SureView Response, records can automatically be opened as part of an Action Plan or at the conclusion of an event when additional investigation is needed. In this case the audit trail of the originating event is automatically appended to the new record so everyone has valuable context.

Alternatively, users can simply open a new record at any time. As the new record/incident is being 'triaged' and details collected, additional information can be added, including uploading images, video, and files. Teams can tailor the information they require for a given incident, for example: "We need information about the nature and severity of the injury for a medical event, while for a suspicious person we want information about the individual(s) and the nature of the interaction." If a record needs to be escalated or contains sensitive information, it can be easily upgraded to a "Case", a designation that applies stricter access rights.

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## WHAT MAKES SUREVIEW CASES UNIQUE?

1

### Designed Specifically for Security Operations

Cases is the first platform developed exclusively to meet the unique needs of security teams. Now SOCs do not have to adopt and adapt cases and records management systems from other teams such as IT or Legal.

2

### The Flexibility to Fit Any Workflow

Users can create and manage their own fields, templates, workflows, reports, and dashboards right from the interface. No need to call IT or request custom development because the Cases platform is built for flexibility.

3

### Seamlessly Connect Operational Response with Investigations

Cases is designed to simply and clearly connect and share vital event information between responding operators and investigations teams. When connected with SureView Response, its multi-media audit trail tracks all actions during the response and these can automatically be shared with Cases. This allows investigators and managers to have an immediate understanding of the event, both during and afterwards.

4

### It Follows Open Standards

Like everything SureView does, Cases provides an open interface to access data to and from other systems. This allows teams to develop workflows that deliver operational efficiencies with other critical systems in use today.

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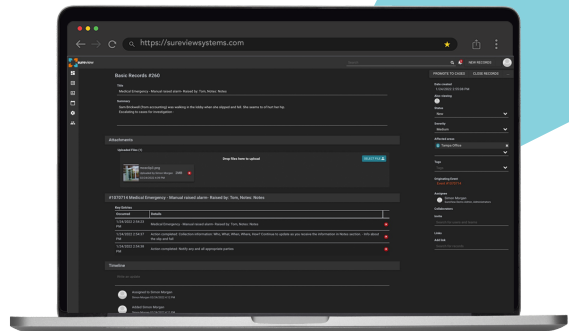
### Meets Security and Compliance Requirements

Cases automates time-consuming tasks around reporting, auditing, and compliance. Cases simplifies and delivers vital information yet has the flexibility to meet the needs of any risk department. Permissions can be set so that only appropriate users have read-and-write access.

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### It's easy to get started

Cases is offered as a SaaS (Software as a Service) allowing security leaders to embark on a large project without completely overhauling their operation.



## 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](http://www.SureViewSystems.com)