

# SureView Insights+

## ADVANCED REPORTING, DASHBOARDS, AND ANALYSIS FOR DATA-DRIVEN DECISION MAKING

Insights Plus combines a centralized data warehouse with a dynamic visualization interface to help security teams make data-driven decisions. Utilizing out-of-the-box visualizations, or for more advanced users creating their own, allows teams to quickly drill into their operation to gain insights into the elements that impact safety, costs, risk, and operational performance.



### THE CHALLENGE

As the responsibilities and the number of systems in use grow, security teams can find it increasingly difficult to identify threats and achieve operational efficiency. There are so many types of systems in security, ranging from access control to alarm, video, business risk, and safety alerts. Each of these systems captures data in different ways. Therefore, when teams try to compare something as simple as the response time to varying alarms, they often find they're comparing apples and oranges. Any attempt to modify or collate this data into a report is frustrating and time-consuming.



### THE SOLUTION

SureView Insights Plus is designed to take the complexity out of analyzing operational data across multiple systems. The backbone of the SureView Operations suite is its ability to integrate with a range of different security systems and devices. Regardless of the type of event, or the system it's generated from, SureView operators can respond in the same way throughout. This not only ensures consistency and efficiency in the SOC it also provides a baseline from which to measure operational response. SureView can all but eliminate the differences between one system and another, effectively making it as if users are comparing like with like.



### HOW DOES IT WORK?

There are two key components of SureView Insights Plus:

- The Data warehouse – think of this as a big library where an organization stores all of its important information about its security operations, events, records, cases, system, locations, users, etc.
- Visualization interface – these are dashboards containing interactive graphs that allow users to drill into different data elements in order to gain insights into their operation.

As users complete their duties (responding to alarms, communicating with field teams, managing investigations and cases, etc) all of their actions are automatically captured in audit trails. Combined with the data that is captured from integrated systems (alarms, device details, status, locations, etc.) Insights Plus provides a wealth of information about the efficiency of any operation. SureView takes all of this data and organizes it in a structure that makes reporting and analysis simple.

To interact with this data, Insights Plus provides a dynamic interface so that users can drill into all their operational data and answer the questions that are most important. Many of the questions that security leaders ask have often been requested by someone else. So, we've also built a library of out-of-the-box views that help teams get immediate answers to these popular questions.

We have grouped these views into common categories such as:

- Costs
  - Alarm impacting buildings: Where do all my security events occur? What time of day/week/month?
  - False Alarms: How much are false alarms costing my operation?
  - People: What is the productivity profile of my responding teams?
- Operational Efficiency
  - Key metrics to gauge the performance of my SOC and investigative teams
- Safety
  - What indicators have the potential to impact the safety of my team

We know that every security operation is different and there's always something new. That's why the system is flexible and gives teams the ability to visualize many different data sets in several different ways so that teams can quickly get to the unique answer they need.

