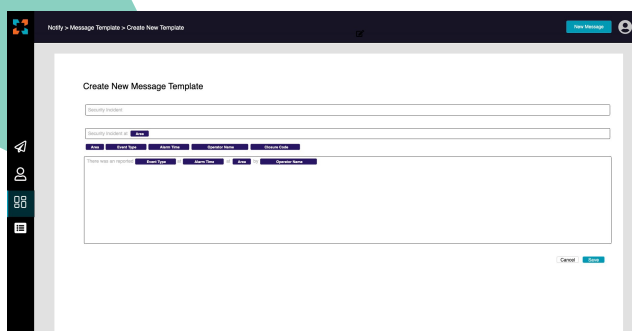


SureView Notify

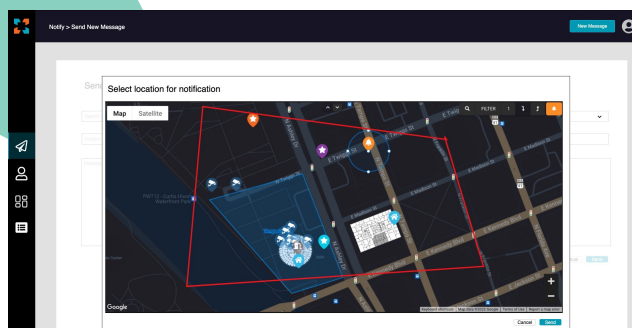
SEND REAL-TIME NOTIFICATIONS TO YOUR SECURITY TEAM

SureView's Mass Notification module, Notify, provides a simple way to automate the delivery of important messages about incidents that impact the assets or people connected with an organization. Notify provides a simple and scalable way to send important security and safety messages to employees, contractors, visitors, or any group that relies on timely information from your security team.



THE CHALLENGE

People have a multitude of ways they like to keep informed—some rely on text messages (SMS), others like email, or communication systems like Slack or Teams, while others still like to receive a call. Reliably sending timely messages to a large group of people, all of whom like to be notified in different ways, is extremely challenging.



THE SOLUTION

SureView Notify is designed to simplify the process of sending notification messages to a range of different types of users. Notifications can be sent by operators as part of the response to a security incident within SureView Response, can be automatically sent based on predefined triggers, or can be sent on an ad-hoc basis for one-off events. Recipients choose their notification preference, receiving messages in their preferred method, whether that's via text messages (SMS), email, whatsapp, mobile app push messages, Slack or Microsoft Teams, phone calls, and more.



HOW DOES IT WORK?

Security teams can create simple notification templates that contain predefined messages specific to common security incidents. Within these templates, administrators can insert variable fields such as location, type of event, time of the incident, responding officer, etc. SureView will populate these variable fields dynamically, transforming a generic message into an incident-specific message. Templates can also be pre-approved by management and legal teams so time is not wasted when life-safety messages need to be delivered quickly.

Messages can be sent to a group of users based on their location (by building name, region, geospatial location, etc.), department, job/role, or whatever grouping makes sense for a particular organization. Operators can send a message ad-hoc (create a new message or select from a message template), or messages can be triggered as part of an Action plan in response to a specifically identified event (eg.lockdown). Additionally, messages can be sent automatically based on triggers that are developed using Automate, SureViews advanced rules engine. Using a defined series of triggers, sophisticated rules can be developed to send a certain message to a specific group of users.

When a message is sent, the system will dynamically forward the message to the user based on their personal delivery preference. Administrators have the option to override these settings if a specific method is preferred (i.e. send a message via SMS to ensure delivery). In short, Notify makes it possible to work from suggested templates or create your own; to message one group or tailor messages for several groups; messages can be automated or ad-hoc. Like everything in SureView, we deliver a dynamic system with built-in flexibility—a system that can change with an organization's requirements. As always, every message sent in SureView is audited for both compliance and reporting.

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