

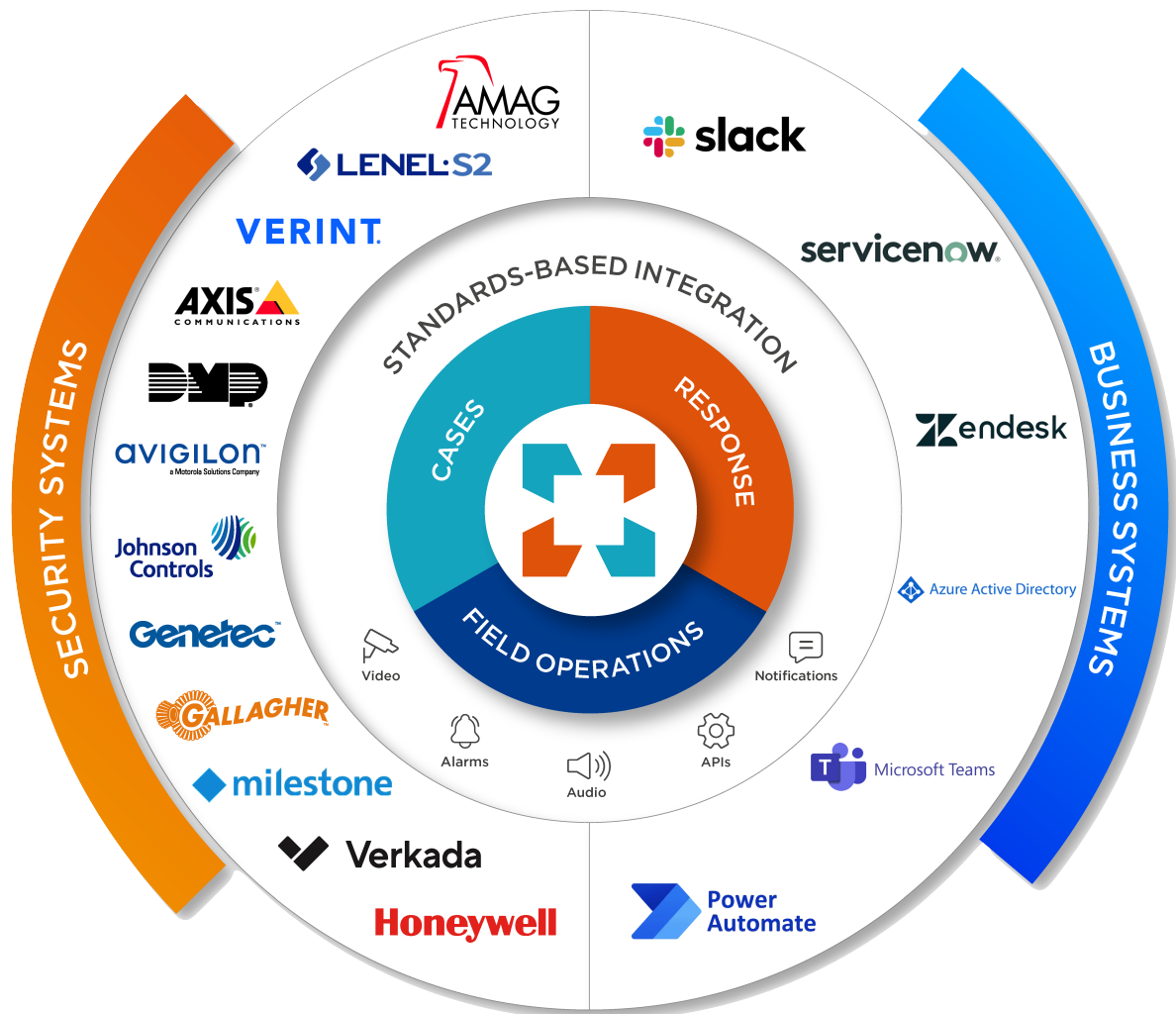
# SureView Integration Types

## INTEGRATION CLASSIFICATION AND SUPPORTED FUNCTIONALITY



### OVERVIEW

At the heart of our software is an open integration interface that connects SureView to your key physical security and IT systems. Our plug-ins utilize standard industry protocols to connect to the widest possible range of systems and devices, ensuring you can quickly access the systems you use today as well as those you plan to deploy in the future. Additionally, for large system deployments, you can leverage our vast library of native system integrations to achieve greater economies of scale.



This is just a small number of our integrated systems, visit our website for a [full list of our integration partners](#).

## STANDARDS-BASED INTEGRATIONS

Standards-based integrations utilize common industry protocols and standards to connect systems. By leveraging these protocols, security technology teams do not need to embark on complex development projects to connect software systems, they simply need to configure their existing systems to stream or send alerts.

### ALARMS

Nearly all security devices can send alarms and alerts via email or, increasingly, by using a simple HTTP command. SureView Response receives these notifications and turns them into an event so that an operator can quickly coordinate the response. Adding new devices is easy and painless, eliminating the need to engage teams in expensive and time-consuming integration projects and ultimately reducing the pressure on security operations.

### VIDEO

SureView Response supports streaming ONVIF and RTSP-compliant cameras, providing operators with greater situational awareness when responding to events. Users can view multiple camera streams at once via Media Matrix.

## NATIVE INTEGRATIONS

Native integrations utilize the published API (Application Programming Interface) or SDK (Software Development Kit) of the manufacturer to develop integrations between 2 systems. Refer to the integration page on our website for a list of the organizations we have partnered with to develop a native integration.

### IP CAMERAS & NVRs/DVRs (CLASS 1)

SureView will provide the following features as standard for IP Camera & NVR/DVR integrations, if supported by the manufacturer's product and API:

- Live video
- Recorded video \*1
- Camera PTZ control
- Event receipt
- Output control
- Audio Transmit
- Audio Receive



## VIDEO MANAGEMENT SYSTEM (CLASS 2)

SureView will provide the following features as standard for VMS integrations, if supported by the manufacturer's product and API:

- Live video
- Recorded video \*1
- Camera PTZ control
- Event receipt
- Output control
- Audio Transmit
- Audio Receive
- Sync of cameras

## ALARM RECIEVERS (CLASS 3)

SureView will provide the following features as standard for Alarm Receiver integrations, if supported by the manufacturer's product and API:

- Event receipt
- Health of connectivity with the system

## ACCESS CONTROL SYSTEMS (CLASS 3)

SureView will provide the following features as standard for ACS integrations, if supported by the manufacturer's system and API:

- Event Receipt
- Event Acknowledgement
- Pulse/On/Off control of doors & outputs
- Sync of doors and alarms
- Health of connectivity with the system

\*1 these features are subject to tier availability



## CUSTOM PROJECTS

The following requests require investigation and a professional services agreement to determine time and materials costs.

- **Custom features:** Adding custom features to class 1-3 integrations beyond the standard features list above.
- **Custom types (Class 4):** Integrating any type of system that is not listed in Class 1-3 above, including but not limited to:
  - Incident Management Systems
  - User & Contact Systems (e.g. Active Directory, HR systems)
  - Mass Notification Systems
  - Mapping Systems
  - Panel Management Systems
  - License Plate Recognition Systems
  - Audio Systems (Intercoms & Phones)
  - Dispatch Systems
  - All other types of integration not covered in class 1-3
- **Custom version support:** Supporting a manufacturer version outside of the standard support outlined above



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## CUSTOMER RESPONSIBILITIES

Before any integration work can begin, the customer must provide the following information:

1. **Manufacturer contact for API:** Manufacturer contact who is capable of providing their API package to allow the integration to be created.
  - Note: features cannot be implemented unless they exist in the manufacturer API and/or are not supported by the manufacturer.
2. **System information:** Provide details about the versions and configurations of the system that are required for the integration to be created and tested.
3. **Obtain licenses:** Obtain any relevant licenses from the manufacturer that are required to use the API
4. **Test system:** Access to a test system to allow SureView to test the integration, in the form of either:
  - Connection details for a public / cloud system
  - A loan system to deploy in SureView's office
  - The software to install in our lab (for a software system)

## SUREVIEW RESPONSIBILITIES

SureView is responsible for providing the following:

1. **For a standard integration:** A working integration with the standard features for the given type listed in Standard Types and Features
2. **SureView will** maintain version compatibility for manufacturer products of the latest and prior version of the API, for as long as the manufacturer actively supports both
3. **For a custom project:** A working custom project delivered in two phases:
  - Fixed investigation to ascertain the time and cost of the custom project
  - A working custom feature addition or custom integration