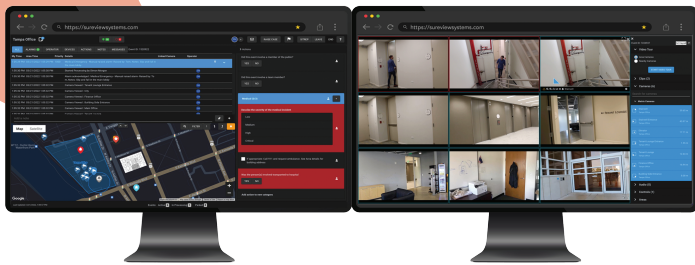


SureView Automation Options

At the core of SureView lies an Automation engine. The platform is designed to automate many time-consuming and tedious tasks that hinder an operator's ability to respond quickly and efficiently to alarm events.

Whether it's automating the association of alarms to nearby cameras, running rules against incoming alarms, or using AI to perform operator tasks, the automation capabilities of SureView allow teams to scale their operations and save costs.



CONNECTING DATA

One of the key automation features that SureView offers is the automatic connection of relevant data, allowing operators to quickly access the information they need for an efficient response. This involves linking an alarm or event to all related information nearby.

Alarm Response

When an alarm is received, SureView automatically associates it with:

- A location, that includes:
 - Map and floorplans of the building
 - Contact information for local first responders
 - Call lists for key personnel on-site
 - Notes about local events that may impact security at the location
- An Action Plan (Standard Operating Procedure)
 - This provides a guided workflow to assist the operator in responding to the event
- Nearby Cameras
 - The systems automatically display the closest live camera feeds to the alarms based on proximity or predefined associations
- Alarm clips
 - The system can be configured to record a short clip of what triggered the alarm



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- Nearby security assets
 - Providing operators the ability to interact with doors, intercoms, loudspeakers, lights, and more
 - Nearby officers and guards

All of this information is automatically collated and presented to the operator in the SureView event screen, providing them with the situational awareness needed for an immediate response.



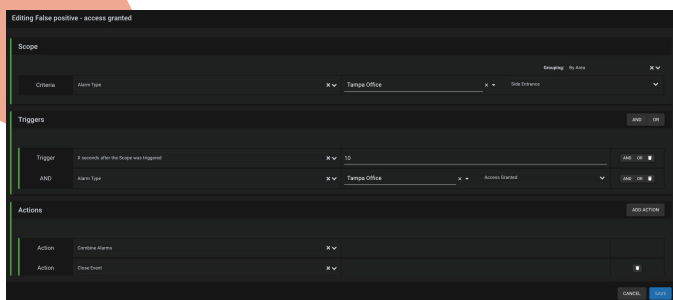
Post Event

The automation capabilities of SureView extend beyond the receipt and processing of an alarm. Throughout the alarm response and at the conclusion of an event, SureView also automates many of the common functions of security operations. This includes:

- Auditing Actions
 - Every action taken by an operator, everything they saw, said and did in response to the event is automatically recorded in a time date stamp audit trail
- Notifications
 - Email notifications to affected parties can be sent
- Reporting
 - Key operation metrics are added to SureView Insights so operation teams can identify trends and take action.
- Trigger workflows in 3rd party systems
 - This could be creating a ticket, opening a case for investigation, sending a notification to a Slack or Team channel or more

AUTOMATE

Beyond the common automation operations described above, SureView Automate allows security teams to easily create custom rules for automating common operational tasks. Using a simple Trigger and Actions approach, teams identify the process that will trigger their rules and then assign the actions they want SureView to automate when these occur. No development or scripting knowledge is required, administrators can build rules straight in the SureView Automate user interface.



Common scenarios include:

- **Double Knock**
 - Two alarms indicate that the event is likely a 'real' intrusion
 - Indication of a real alarm - combine the two alarms into one event and raise the priority
- **False Positive Access Granted**
 - A user pulls the doors before using a valid card entry a few seconds later
 - Ignore the "Door Forced Open" and do not present to the operator
- **Network Blip**
 - Offline alert, followed by the device reporting quickly as back online
 - Ignore both alarms and do not present to operators

These are just a few examples of the types of scenarios teams can use to help reduce the "noise" and deliver only the alarms that require operator action.

As alarms traffic peaks and response times get longer
Virtual Operators go to work



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AI AND VIRTUAL OPERATOR

SureView's Virtual Operator uses the latest AI models to further automate many of today's modern Security Operations Center (SOC) functions. The Virtual Operator helps human operators respond faster, identify threats, and deliver better security outcomes.

The goal of the SureView Virtual Operator is to:

- Take over some of the routine response functions of the operator
- Pickup and determine the nature of an event quicker
- Deliver cost savings for command centers as they grow and scale

Teams fully control how they deploy and use Virtual Operators; they can start and stop Virtual Operators at will, and with customized guidelines, they can control their behavior. Virtual Operators can do everything a human operator can do, including:

- Watch & Understand Media (Live Video, Alarm Clips, etc.)
- Completes Standard Operating Procedures
- Summarize Events for Reporting
- Escalate Events for Human Intervention
- Dispatch Nearby Guards

Combined with the other automation tools in SureView, teams can respond more quickly, reduce costs, enhance safety, and minimize exposure, all of which lead to improved security outcomes.

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