SureView Virtual Operator

YOUR SOC ASSISTANT: EFFICIENT, COST-EFFECTIVE, ALWAYS ON GUARD

SureView's Virtual Operator uses the latest AI models to automate many of the functions of today's modern Security Operations Center (SOC). 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

As alarms traffic peaks and response times get longer

Virtual Operators go to work

Reviewing alarms

Responding to Action Plans

Analyzing live & recorded video
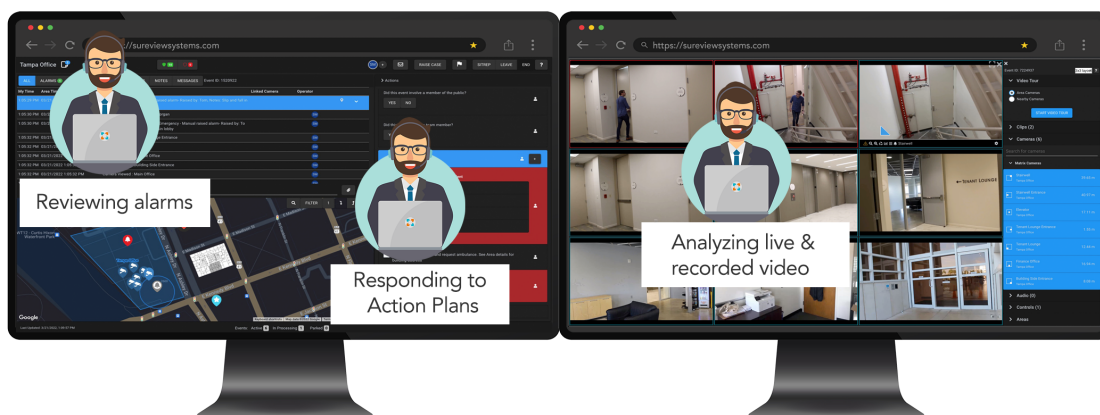
Summarizing and Escalating to Human Operators, if required, for final decision-making
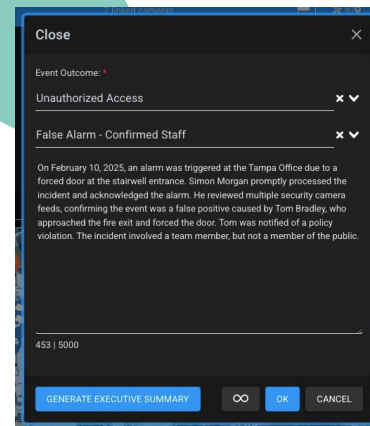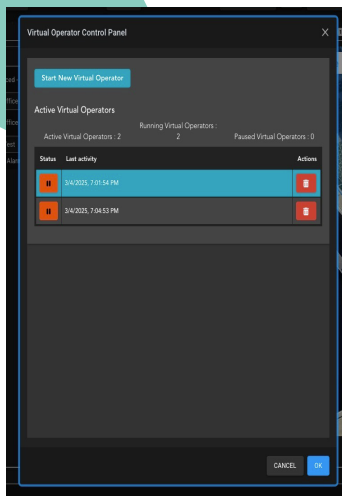
THE CHALLENGE

In many security command operations, front-line staff use a myriad of different systems to manage and respond to different types of alarms and events. Some of these processes are time-consuming, manual, and often inconsistent. And, for many, the problem gets worse by the day. Teams are responsible for protecting more locations, assets, and people while using an ever-expanding list of systems and devices. This negatively impacts the security and safety of staff and critical organizational assets and drives up operational costs.

THE SOLUTION

The SureView Virtual Operator is designed to simplify the use of AI technology to gain greater efficiency in the SOC. Teams are in full control of 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

HOW DOES IT WORK?

Virtual Operator leverages the latest Generative AI models to specifically deliver security operations functions. As alarms and events are received by SureView they are analyzed by the AI model in real time.

SUMMARIZING EVENTS

The quickest and easiest way to leverage the power of AI in SureView is for the virtual operator to summarize the outcome of events. This immediately automates time-consuming step of every event, writing the short narrative of everything that happened. The quality of event summaries can vary widely depending on the operator writing them. Some may be lengthy while others may be brief; some may have well-structured sentences while others may contain errors. The Virtual Operator provides the full audit trail of the event to AI asking it to summarize the outcome. AI is particularly good at this task, it provides a concise, consistent summary of each event in seconds. If the operator doesn't like the output they can edit and make it better, they remain in full control. This immediately improves reporting and notifications providing management with clear summaries of every event.
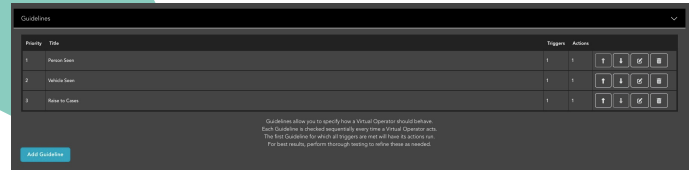
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PROCESSING EVENTS

The full Virtual Operator uses Generative AI to handle every aspect of responding to an event. As events are received into SureView a Virtual Operator can be configured to:

- Pick up the event from the queue and immediately start analyzing the alarm details, the location, and the time of the event
- Analyze incoming alarm footage, as well as livestreams detecting people and vehicles while also describing what it saw
- Follow and complete Action Plans - answering questions, adding notes, etc
- Dispatch onsite guards
- Summarize and close events

At any stage in this process, the Virtual Operator can be configured to Escalate the event to a human operator for further investigation and response. Administrative guidelines allow SOC managers to control how they want the Virtual operator to behave in different scenarios. For example, if a person is seen in the alarm clip then the Virtual operator can be configured to summarize what it saw and immediately escalate it to a human operator to take further action. If nothing is seen in the alarm clip or live video the Virtual Operator can be directed to complete the action plan and close the event without any operator interaction.

Virtual Operator can be controlled manually by SOC managers - turning them on/off as needed. Alternatively, they can be configured to auto-scale as response time gets longer when there are peaks in alarm traffic.

With Virtual Operator, SOC teams can leverage AI to support and scale their operation. Reduce expenses, not security with SureView Virtual Operator.

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, criticalnfrastructure 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