

SureView Professional Services: Maximize Your Investment

Every deployment is unique—distinct workflows, specific goals, and varied definitions of success. That's exactly why SureView's professional services team exists. Our engineers have partnered with organizations of every size, from single-site operations to complex global rollouts, to unlock the full potential of our software. We work shoulder-to-shoulder with your team to design the most efficient path from implementation to impact.

Get Started Quickly

Speed to value matters. Every engagement follows a proven path starting with a Blueprint phase to define your program's big-picture goals and the immediate steps needed to get operational fast. From there, we move into configuring services, handling onboarding and project setup, and then on to connecting your existing systems through integrations. Your team will build hands-on skills through training and workshops before moving into go-live support with our engineers alongside you. Throughout it all, dedicated project management keeps everything on track and on schedule.

From there, we build a phased rollout plan designed around rapid feedback loops. Teams go live quickly, identify what's working, refine their approach, and carry those lessons forward to the next location or region—so every subsequent rollout is sharper and more efficient than the last.



Hands-on Workshops to Get the Most Out of SureView

Beyond the rollout itself, we offer a range of interactive workshops designed to deepen your team's command of the platform. Each session is built around real-world problems your team wants to solve—not abstract demos.

The goal: every workshop delivers a concrete, working outcome your team can put into production immediately, along with the confidence to keep building on their own.

Workshops we offer:

Action Plans

Consistency starts with a clear playbook. In SureView, standard operating procedures take the form of Action Plans—step-by-step workflows that guide operators through every event with confidence.

In this workshop, our engineers walk your team through building your first action plan from scratch. We'll take one of your current manual processes, strip out the steps the system already handles, and design a streamlined workflow that keeps operators focused on what matters. Along the way, you'll explore the full range of Action Plan capabilities: different step types, nested decision logic, required-step enforcement, and more. By the end, your team will have the skills to build, modify, and manage your own Action Plan libraries—ensuring every event is handled consistently, no matter who's on shift.

Automation

Automation is how operational efficiency scales. SureView comes with powerful built-in automation, but every operation has opportunities to go further—customizing response workflows to eliminate manual steps and accelerate decision-making.

Through a hands-on automation workshop, our team walks yours through the core principles, then moves into live experimentation. Using real-time data from the types of incidents your team typically handles, you'll build custom if/then workflows tailored to your actual operations. With these skills in hand, your team can continuously review operational data, spot inefficiencies, and deploy automations that make every shift run smoother than the last.

AI

The next evolution of automation is AI.

In this workshop, our team introduces you to SureView's AI-driven Virtual Operator—an intelligent layer that can follow your standard Response plans, triage incoming events, and decide what needs human attention versus what can be de-escalated automatically.

We'll work through a real scenario your team typically handles, configuring the Virtual Operator to respond based on your guidelines and action plan steps. You'll also get hands-on with the prompt tools that shape how the Virtual Operator thinks, giving you full control over its behavior. By the end, your team will be ready to configure their own scenarios and put the Virtual Operator to work—radically improving operational efficiency without adding headcount.



Advanced Reporting

Great operations run on great data. SureView's built-in reporting interface, Insights, gives you a real-time snapshot of the operational metrics that matter most—with flexible filtering to slice the data however you need. But for teams ready to go deeper, custom dashboards in your own visualization tools unlock a whole new level of clarity.

In this workshop, our team helps you connect to SureView's APIs, understand the data schema, and build your first custom report from scratch. By the end, your team will have the skills to create tailored dashboards powered by live data from your account—putting the right information in front of the right people for smarter, faster decision-making.

Custom Alarm Decoders

Your security ecosystem doesn't run on a single system—and SureView is built to handle that. Generic alarm decoders let you ingest alerts from a wide range of third-party systems using standard protocols like SMTP and HTTP. The real power comes from custom alarm decoders: tailored parsers that extract the specific data points your team cares about and route them through your rules engine.

In this workshop, our engineers will help you build your first custom decoders and teach your team how to create new ones independently—a lightweight, high-impact way to put your existing infrastructure to work without a complex integration project.



Extend Your Engagement

Looking for even more? These optional services can be added to any engagement—pick what fits your operation:

Build Integrations to your Internal Systems

When an alarm fires, operators need context—fast! Location data, floor plans, employee contacts, ticketing status—it's often spread across multiple

internal systems. Our integration team works directly with your IT team to build interfaces that sync this information into your SureView account in real time, whether through an API or common data-transfer protocols. The result: operators get the full picture in a single pane, without toggling between tools.

Mapping Support

Getting every device accurately plotted on your map shouldn't be a burden. Our team handles the heavy lifting—adding new devices, configuring map layers, and setting up automations that pull location data from other systems in your environment so your maps stay current without manual upkeep.

Custom Training Programs

Every operation has its own language, workflows, and priorities—generic training doesn't always cut it. Our team builds custom training programs tailored to your environment and your team's skill level, delivered in person or remotely. We can also create operational runbooks that give new hires a clear, structured path to get up to speed fast.

Embedded Engineers

For teams that want deeper, ongoing support, we can embed a dedicated SureView engineer directly within your operation. Your embedded engineer focuses entirely on your goals—delivering any or all of the services above with full context on your environment. It's an especially powerful option when internal resources are stretched and you want to tap into the SureView team's expertise without the overhead of building it in-house.