



sureview



## Case Study: Paramount Pictures

### Paramount Pictures uses the latest mapping technology to monitor movie productions near and far.

Founded in 1912 and with many successful films to its name, including "The Godfather," "Indiana Jones," "Transformers" and "Mission: Impossible," – Paramount Pictures is one of America's oldest movie studios.



#### THE CHALLENGE

With multiple critical security systems including perimeter protection, fire alarm, intrusion, access control, and video surveillance using different user interfaces, Paramount's Global Security Operations Center needed a way to centrally monitor and manage incidents for improved response times and better overall protection. With so many disparate systems, it took multiple operators to respond to an incident and communicate effectively with the officers in the field.



#### THE SOLUTION

In 2015 Paramount Pictures deployed SureView to improve the response and efficiency of their Global Security Operations Center (GSOC). The platform allowed them to achieve their goals of consolidating all security and life safety systems across the globe in a single, effective, and centrally managed security solution.

The scope of the initial project saw the Paramount operations, security technology, and IT teams working alongside SureView engineers to deploy an entirely new GSOC operation. The teams not only installed the software and connected the key integrations but also developed new response procedures, mapped all their security assets across the primary studio lot, configured a UL certified center, enabled automation rules to cut down on nuisance and systems alarms, and trained operations staff. All this was achieved in under 120 days.

With SureView in place, Paramount then combined their emergency management, emergency response, and business continuity under their Business Resiliency Group, enabling them to more effectively identify risks and mitigation practices. This expanded the role of the GSOC beyond simply monitoring production lots, now they were able to provide 24/7 monitoring of all global operations.

With SureView, now two operators, an analyst, and a supervisor can centrally monitor security systems across Paramount's global operations round-the-clock—including offices, production lots, warehouses, active film shoots, as well as more than 250 executives and team members that travel each day. To achieve this level of productivity the team utilized SureView's alarm automation to prioritize only those alerts that required operator action. This had a dramatic effect and reduced the number of alarms operators had to respond to by approximately 90 percent. By "reducing the noise" operators were able to focus on coordinating the response to the most important events, which not only saved precious minutes and seconds but ultimately improved security outcomes.



#### THE RESULTS

- The SureView software was fully live in under 120 days
- By utilizing SureView smart automation, alarms requiring operator action were reduced by 90%. Now, operators focus only on the most important alerts, saving precious minutes and seconds.
- Developed a new set of Standard Operating Procedures (SOPs) that were enforced by SureView as part of the operators response process
- Eliminated 3rd party monitoring costs by deploying SureView UL 1981 certification
- Centralized reporting for all security events provides management with visibility across the entire organization, without interrupting SOC operations
- Most importantly, the platform has helped Paramount streamline security operations to boost the safety and security of employees, and better protect its assets.