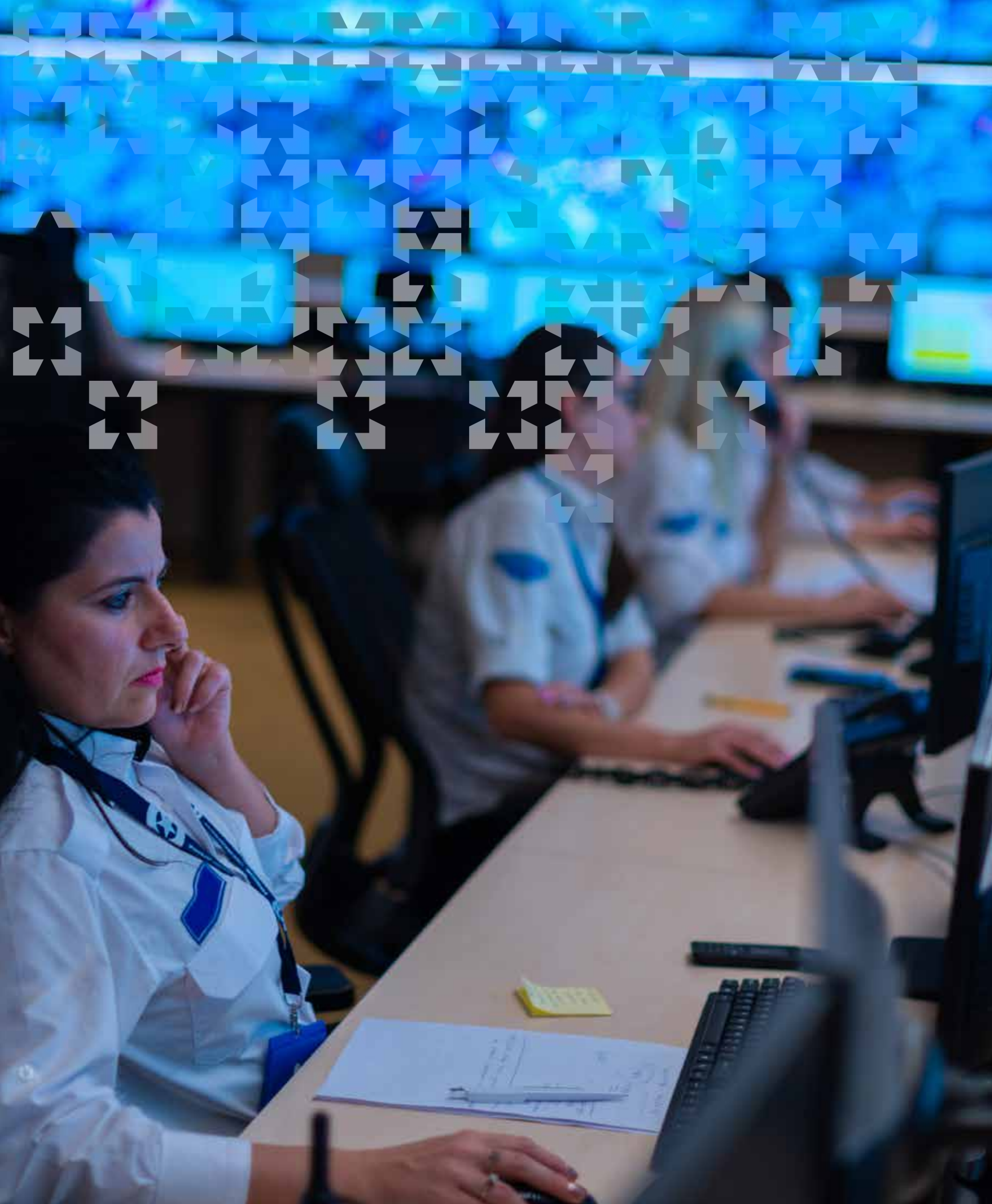


# Next-Gen PSIM Onboarding Guide





## NEXT-GEN PSIM ONBOARDING GUIDE

SIMPLE STEPS TO TRANSFORM YOUR SOC IN 30 DAYS

Gone are the days when onboarding a new PSIM involved the IT department and took weeks or months to complete. Anyone involved in managing a security operations center knows there is always another project, system upgrade, or roadblock to getting started. It becomes an excuse for putting off improving your security response. Yet, when security managers purchase a PSIM as a SaaS, the hosted service makes everything simple so that installation is accomplished with no additional input from other departments and no capital outlay against your bottom line. A SaaS puts you in charge of the time-line and makes it possible to be operational almost immediately.

**Sureview Operations** (OPS) is the first PSIM to be designed exclusively for security teams and to be offered as a SaaS. In a matter of hours your team can learn the core features and the whole system can be onboarded in about a week.





## 3 STEPS TO GET STARTED

### CREATE A RESPONSE PLAN TEMPLATE

Starting is easy...

Many of the procedures you need at one location are the same for every building and when there are differences, it's because of the type of facility or local laws. In these cases you can easily modify response plans to adapt without having to start from scratch. Experienced teams, using agile software, can quickly create a foundation of policies, tweaking them as they roll out.

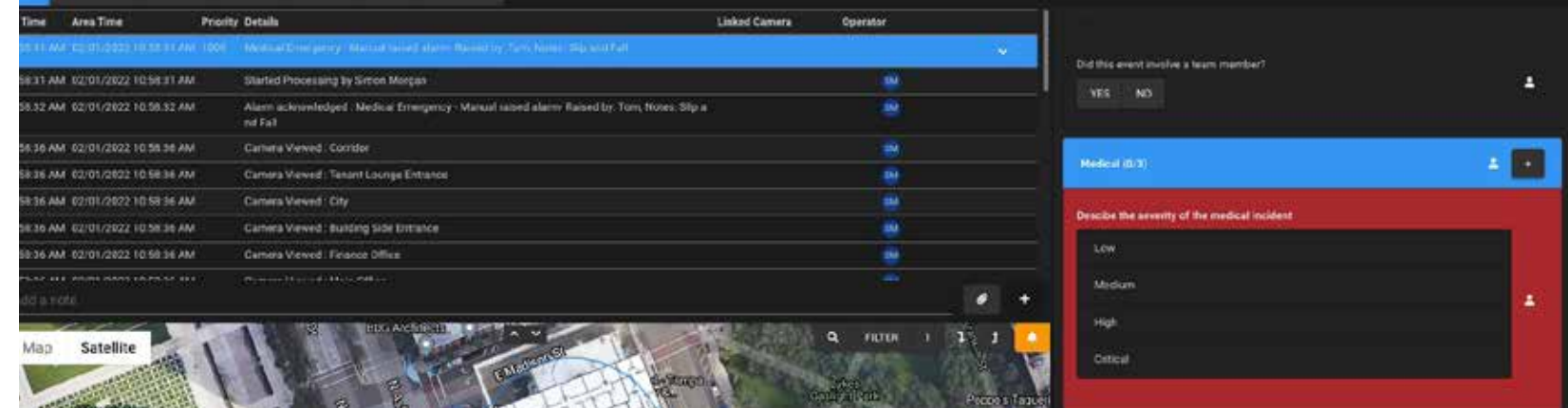
# 1

Choose a building, a department, or an area.



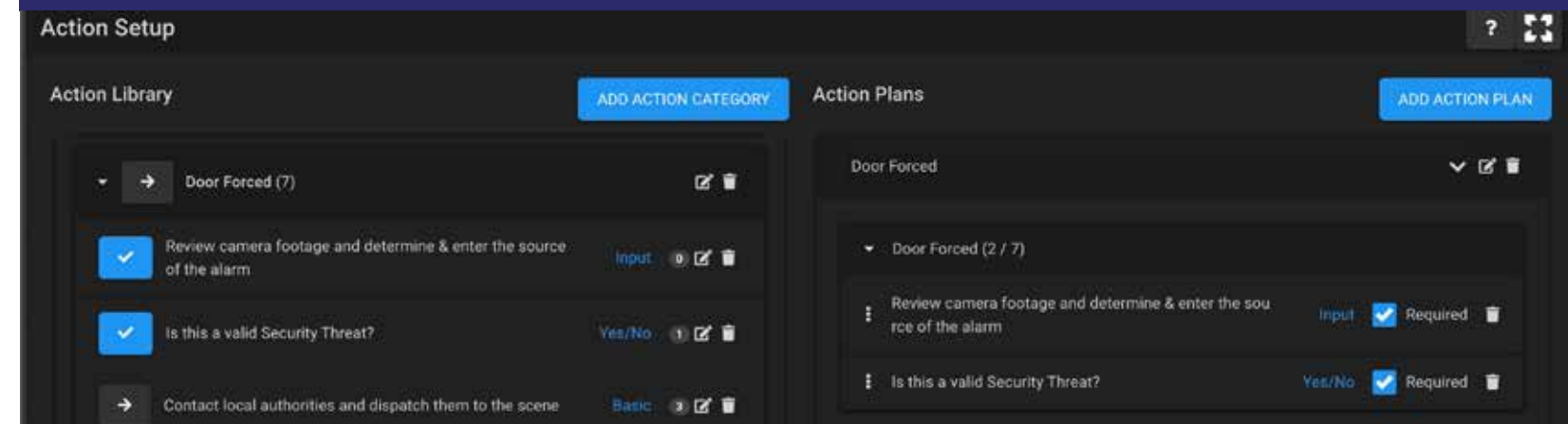
# 2

Customize and refine your procedures (Action Plans for Response) for the types of events you experience at this site.



# 3

Use this as a template to roll out Ops to more buildings, regions, even countries.







## INTEGRATION MADE SIMPLE

If there is another common roadblock to getting started it's the word "integration".

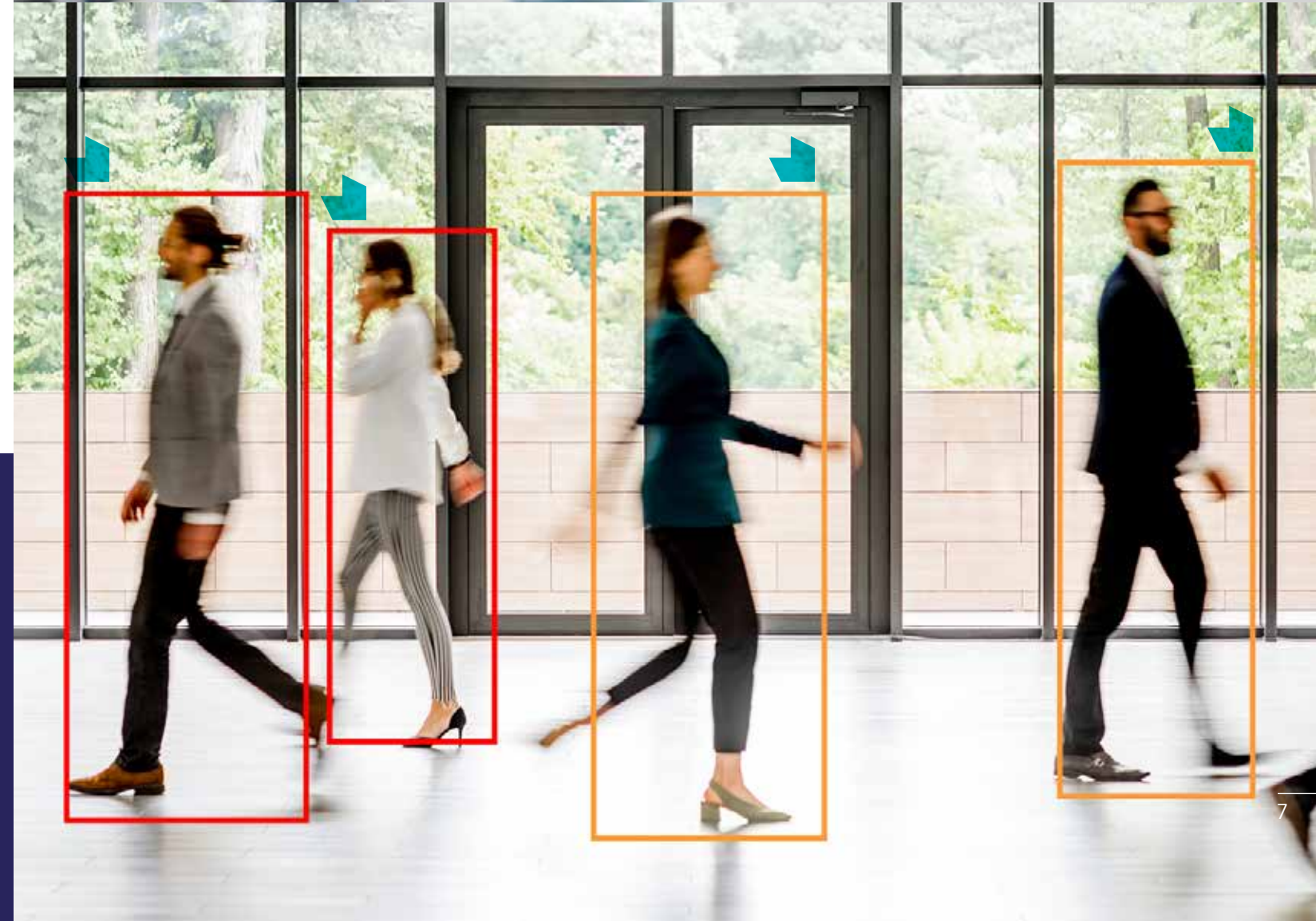
Deploying a Next-Gen PSIM is not just about centralizing and standardizing the operational procedures of a command center, it's also about integrating the "islands" of technology that are typical in most of today's organizations. Security technology professionals know that normally these sorts of projects can take weeks or months to deploy and configure. The latest Next-Gen PSIMs address this by focusing on universal protocols so that the time it takes to integrate systems and deliver measurable value is drastically reduced.

Leveraging the common protocols that nearly every security system supports—SMTP (email) for alarms and events, ONVIF / RTSP for live video streaming, SIP for real-time audio— teams can integrate systems into the security response platform in minutes or hours. For example, take alarms—here, the job is to get a signal sent from a security system into a universal queue so that an operator can respond quickly. SureView provides a universal alarm plugin that assigns a unique email address for every system or point, automatically turning any email into an actionable alarm. Simply use the system's notification settings to email your SureView account when an event is triggered. These alarms might come from video analytics, access control, an intercom, a weather alert, a business risk system, a temperature alarm in a freezer— the list is endless.



When it comes to video, operators need instant access to the live stream of the camera nearest to the event. Using ONVIF or RTSP for streaming live video, teams can start delivering immediate value.

We often recommend that organizations start with a universal plugin that can also deliver immediate value.







## WHAT IS RTSP?

The Real-Time Streaming Protocol (RTSP) is a very well established protocol used for streaming video over the internet. It was first utilized in 1996/97 and the vast majority of IP based video and CCTV systems support it. Like ONVIF, RTSP allows users to connect and stream live video from almost any IP camera to SureView Ops.



## WHAT IS SMTP?

Simple Mail Transfer Protocol (SMTP) is the standard for all email communication. The protocol is used by mail servers to send, receive, and/or relay outgoing mail between email senders and receivers. It was first developed in 1981 and has become an incredibly robust system of authentication, encryption, and message handling. It ensures messages are delivered to the right recipient across the globe—almost instantly. Nearly every security system in the world has the capability to send notification emails when events and alarms occur in their systems. SureView simply becomes another address that can receive these emails. The system then converts the messages into an alarm and sends it to the SureView interface where operators can respond immediately. The beauty of email is that it contains lots of valuable information—when it was sent, what device sent it, what triggered the alarm, additional details in the body of the alarm that might be relevant, and even attached images and video. Using this common messaging protocol eliminates complex alarm integrations and immediately allows users to realize extra value from their existing system.



## WHAT IS SIP?

The Session Initiation Protocol (SIP) is the common industry protocol for telephony over the internet, commonly known as Voice-over-IP (VOIP). It was designed to be a general-purpose way to set up real-time multimedia sessions between groups of participants. SIP is very common in both VOIP telephone systems and also in security systems such as mass notification and intercoms. This common protocol allows users to conduct two-way talk downs to remote locations in order to provide security assistance and deliver improved levels of service.



## INTEGRATION FOR LARGE GLOBAL DEPLOYMENTS

For large deployments, when teams need to be able to scale globally, customers can leverage the vast library of native system integrations to automate the process. These native integrations provide the ability to sync data between the database of the integrated system and SureView. This is especially important in large organizations where there is constant change—new builds and upgrades mean that the cameras, doors, and security devices are constantly being added or changed and managing these changes is time consuming and can be fraught with human error. Automation resolves this. With this foundation in place, it's then easy to assess your workflows and determine if further integration will deliver significant cost and time savings.

Of course, convenience, immediacy, and cost savings are just some of the advantages of SureView Operations. Take a look at our Fast Track Plan for onboarding new customers in 30-days or less. We understand that not everyone is going to choose our platform, but we hope that this article has helped to demystify the process of deploying a Next-Gen PSIM.





**sureview**



[sureviewsystems.com](http://sureviewsystems.com)

**Florida Office**

400 N Tampa St  
Suite #1750  
Tampa, FL 33602

**Phone**  
**+1 (888) 387.2860**

**California Office**

101 Jefferson Drive  
Menlo Park CA, 94025

**Phone**  
**+1 (888) 387.2860**

**UK Office**

Hawthorne House,  
Tawe Business Village,  
Phoenix Way,  
Enterprise Park,  
Swansea, SA79LA, UK

**Phone**  
**+44 (0) 1792 278 110**