Map | Satellite

Filter Types

View Controls

Real-Time Crime Center (RTCC)

LIVE

Google

Software for Intelligent Response

SureView provides a simple-to-use interface for coordinating responses to real-time security events in any Real-Time Crime Center (RTCC). All the key information about the location, the systems generating the alert, the procedures that need to be followed, the notifications and reports that must be sent out, is all available in this one, normalized view.

KEY BENEFITS

o Single operational interface for coordinating security response and intelligence gathering

o Largest library of integrations to leading video, alarm, analytics, shooter detection, IoT, risk alerts, mass notification, and case management systems

o Connect to multiple different security systems across departments and county/city

o Integration with Google Maps or ESRI for situational awareness

o Powerful management reporting provides Insights to improve response performance

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Industry Overview

A Real-Time Crime Center (RTCC) is a centralized hub used by large cities or counties in support of local law enforcement and plays a critical role in many public safety initiatives. An RTCC operates 24/7 and is responsible for the coordination and distribution of real-time information to police officers and investigators.

The Goals of an RTCC

The goals of an RTCC are to ensure a more effective and timely response to criminal activity and calls for service by providing situational awareness and enhancing officer safety. To accomplish this the command center is the focal point to access a wide variety of technologies in an effort to provide better intelligence to law enforcement.

It's typical that operators in these centers are connecting to multiple video, security, mapping, dispatching, IoT sensors, and investigation systems from many different county departments.

platforms, technologies, or even notebooks and handbooks.

A simple example of this is surveillance video. It's typical for an RTCC to connect to video feeds from different departments across the county, connecting to traffic cameras, cameras on government buildings, etc.—all of which are owned and managed at a local level.

These disparate systems create numerous challenges for operational staff attempting to identify, prioritize, and respond to multiple events using several unique interfaces.

When responding to critical events, operators have to first determine the location of the alarm, then navigate to the video system used by the area, and ultimately attempt to locate the camera feed nearest the event. All of these different steps not only slow down the response time for operators, they also highlight the difficulty in scaling the operation as more and more systems are brought in.
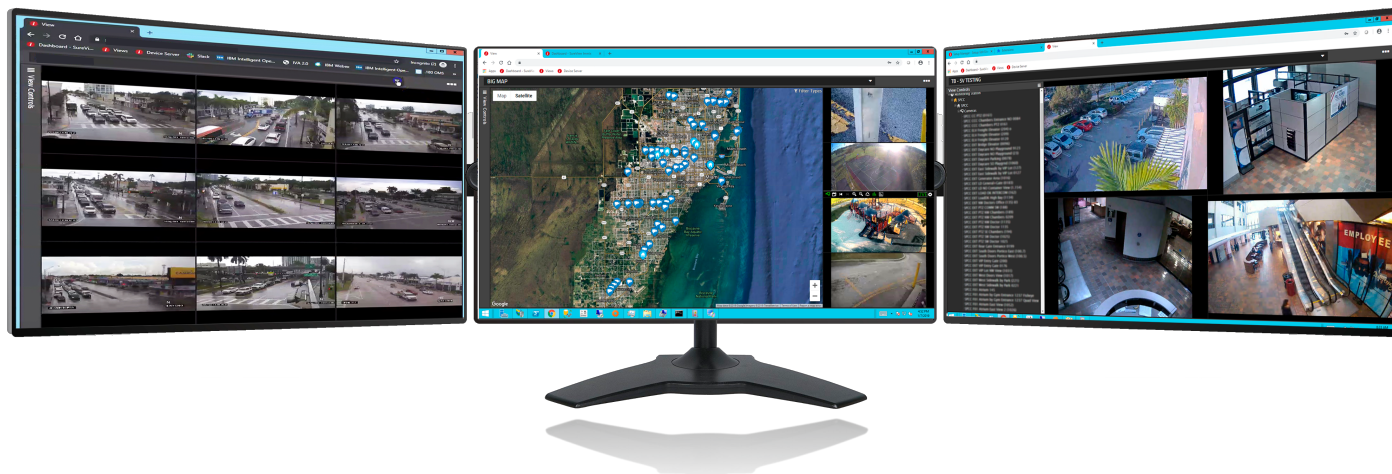
The Challenge

The principal challenge of any RTCC is to remain efficient and responsive even as the number of systems and technologies that provide data grows. This can quickly create bottlenecks because as more data is available to operators it slows their response. They're inundated with information, all sourced on different

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The Solution

SureView provides a single, simple-to-use interface for coordinating responses to real-time security events in any RTCC. The platform integrates with leading video, access control, alarm, mass notification, risk alerting, case management, and mapping platforms.

including Google Maps—and more commonly in the government sector, ESRI. These mapping solutions allow operators to simply click on a camera on the map and drop it onto ISureView to stream it. This provides the real-time response, situational awareness, and single view the operations staff need. Now, when intelligence is received into an RTCC, operations staff have a simple

Behind this user interface (UI), SureView is designed using integration plugins that connect to the various disparate systems and in the case of video, normalize these streams. From an operator's perspective all video looks and performs the same, regardless of what system they originate from.

This simple interface eliminates a major response bottleneck, providing operators with a quick and efficient way to access the video that is nearest to an evolving threat.

SureView has one of the largest integration plugin libraries in the market, and for many projects already-available integrations can be deployed without the need for new plugin development. If there is a system that is not available in the integration library the SureView API provides a standard approach for quickly developing a new integration.

However, the seamless integration with different video systems in just one part of a successful project: the operators also need situational awareness—they need to know where these different video feeds are located throughout a city or county. SureView has developed technology to integrate with mapping systems—

way to find the nearest cameras and start viewing.

SureView gives them the capability to connect to any system, any time, without delay.

The architecture of SureView provides an RTCC with the foundation to bring in even more systems and expand the situational awareness of operators even in a vast, densely populated area. Beyond video and mapping, SureView also has the capability to bring event-based alarms from physical security, shooter detection, intelligent video analytics, or just about any system that can send an alert. Its open API also provides the capability to seamlessly integrate with other operational systems such as case management for record retention, mass notification, reporting systems, and others. As each of these systems are brought into the RTCC the work of the operations staff does not change, only the ability to access more actionable data sources and improve the response of law enforcement across the city or county.

These are just a few ways that SureView integrates, automates and simplifies the security response in a command center. For more information on the full set of features please visit www.SureViewSystems.com

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