SureView Field Operations

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CONNECTING YOUR SOC WITH MOBILE TEAMS

SureView's Field Operations is the latest addition to their new, hosted, subscription service, Ops (SureView Operations). The Ops response platform is designed for businesses and organizations of any size—maximizing the efficiency of your operations in order to improve security outcomes. A simple-to-use centralized interface, allows teams to coordinate the real-time response to every alarm and event that comes into the SOC—from any system, any device, any source.

Now, SureView has also added a Field Operations option that extends the capability of the Ops command center. Field Operations allows SOCs to seamlessly connect with teams in the field—providing real-time location and status information about field staff and critical assets. Field Operations also provides the situational awareness that ensures everyone on the team shares the same view.
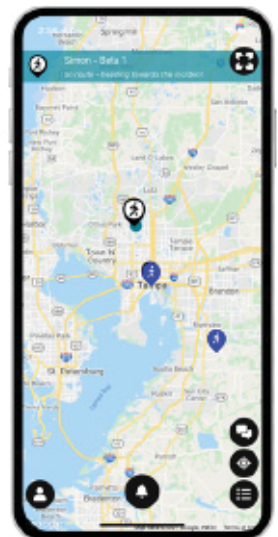
THE SOLUTION
SureView's Field Operations is a map driven interface that provides real-time situational awareness of the status and location of everyone in their team. The interface allows operators in the command center to communicate quickly with teams in the field who are nearby an incident or share them as part of a response to an event.

When combined with the SureView Mobile App field teams can access this same information from their smartphone, providing instant situational awareness for the whole operation. The app can be used by anyone in the field team, could be an officer or guard, a parking attendant, lobby staff, customer liaison, anyone that needs to communicate regularly with the SOC.

MOBILE APP
The app does a few key things:

1 It automatically tracks the location of all mobile users providing the SOC a real-time view of everyone

2 It provides a way for field staff to raise an alarm to the SOC, i.e. see something, say something. Mobile users can attach notes, photos, and videos

3 Field staff can update their status so that everyone in the team has an instant view of who is nearby and available to help

4 SOC operators can share events ¡with the mobile users to ask for assistance with an event

5 Mobile and SOC operators can chat back and forth in real-time

6 Back in the SOC, operators can view and track the comings and goings of their entire field team from the interactive map. They can immediately see who is nearby, share details about the event, chat, or call them for help.

THE CHALLENGE
Coordinating field teams is not a new thing in security response, two-way radios have been a staple of security operations for years. However, using two-way radios alone requires the operations team to constantly build a mind map of where everyone is, what their status is—consequently, it takes a very talented and experienced team to keep all the moving parts coordinated and makes scaling an operation incredibly challenging.

FLEXIBILITY TO ADAPT TO ANY TEAM STRUCTURE

Not every security operation is the same, different organizations have different requirements for their various field teams. At one end of the spectrum is the highly prescriptive dispatching process where guards are dispatched to security events and organizations track the SLA's of this activity. Other organizations may have teams that provide executive protection for VIP and key executives or need to leverage lobby staff for service requests. Each of these scenarios has
a different workflow.

TRACK ANYTHING

But what happens if your team doesn't carry smartphones? That's ok too: SOC operators can manually update the status and location of team members who report their updates through traditional means such as a radio.
Additionally, Field Operations is not restricted to simply tracking mobile app users, organizations can add any asset that will provide important situational awareness to security response. Administrators can add and label static assets to the map—these might include pull stations, Automated External Defibrillator (AEP) units, onsite generators, muster points, the list is endless. For systems and devices that constantly move, such as vehicles or lone-worker devices—the SureView Open API supports receiving real-time location data (lat/long).
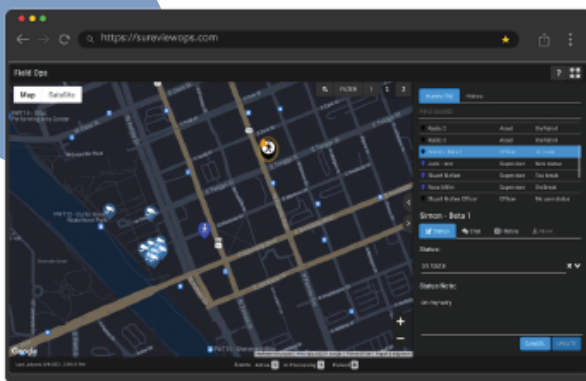
Like everything in SureView, every action taken—whether by the Operators in the SOC or teams using the Mobile App— is tracked in a full audit trail. These audit trails are a critical part of reporting and provide the backbone of the built-in, SureView Operation reporting module, Insights. Of course, If field teams don't have smartphones, then their actions continue to be tracked manually, as usual.

Field Operations is a part of every SureView Operations (Ops) account. Ops is a Next-Gen PSIM and the first to be offered as a subscription service, and developed specifically for SOC. With simple user-based pricing, Ops enables customers to begin leveraging the power of field operations in hours. For more information please visit sureviewsystems.com/products/#field or contact us to request a demo.

KEY BENEFITS

A single view for coordinating an entire security team
Operators in the SOC using wide-screen monitors, or Mobile field teams on their smartphones, all have access to the same view.

Quickly identify the nearest available team member to the event
Utilizing the familiar Google Maps interface, SOC operators can immediately identify the field personnel nearest the event.

Share event response with available field personnel
As SOC operators need "boots on the ground" to assist in an alarm or event, they need only click a button to share the event with the nearest team member. A push notification is sent providing all the key details, actions taken so far, and even directions on the quickest way to get there.

Instant communication between SOC and field teams
Whether helping in response to an event or just updating the team, the SureView Mobile App allows users to chat with the SOC, raise an alarm, and share photos, video, and text of an incident.

Mobile App tracks real time location of team
The Mobile app allows SOC Operators to see where team members are and to share what they're seeing. It's as if they're all on the spot together

Audit every action
Like the rest of SureView, every action taken by the SOC or Mobile users is tracked in a time-date audit trail, providing critical data for reporting and performance improvement.

Start immediately
Field Ops is included with every SureView Operations account—subscriptions are calculated based upon simple, user-based pricing. Most organizations can be operational in just a couple of days and running in 30-45 days

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SIMPLIFY SECURITY OPERATIONS

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, critical infrastructure 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