

COMPASS DECISION MANAGEMENT SYSTEM™

HOW COMPASS CENTRALIZES SECURITY OPERATIONS TO ENSURE
OPERATORS RESPOND CONSISTENTLY AND EFFECTIVELY



MOTOROLA SOLUTIONS

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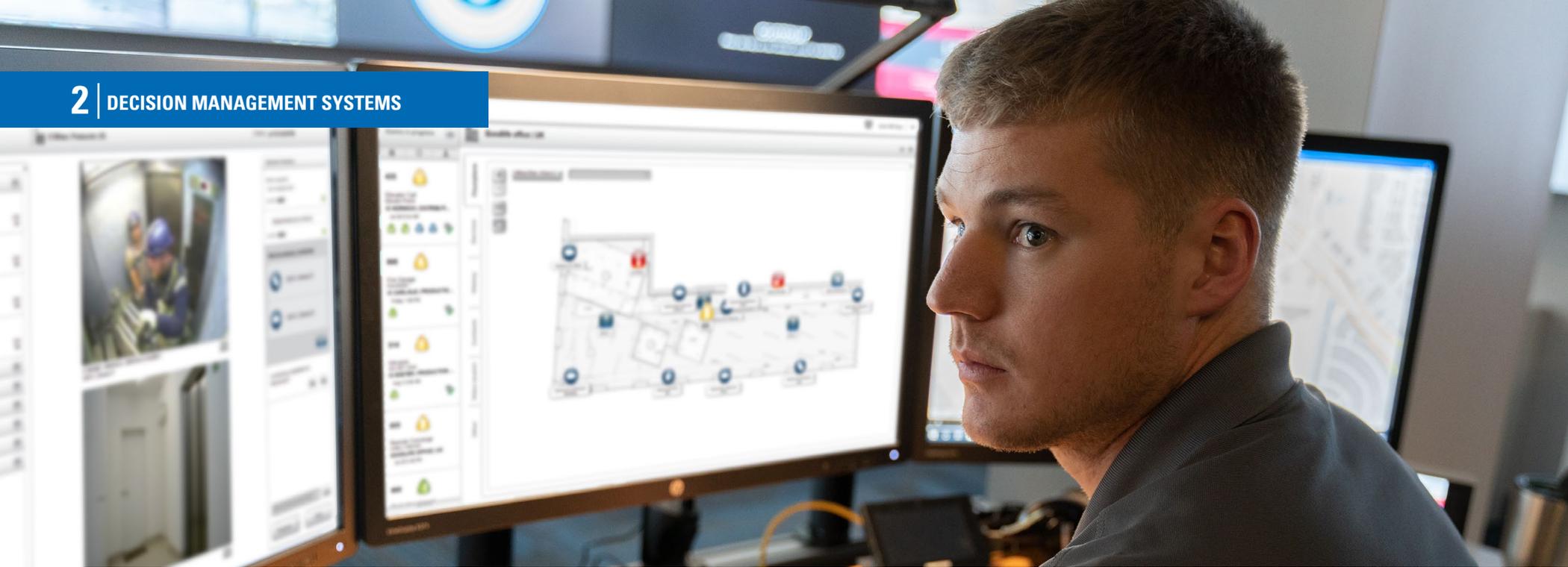
INTRODUCTION

While technology has advanced tremendously within the security industry, often times, the human element is overlooked. Security operators are expected to monitor multiple sites through multiple platforms, while also needing to attend to situations at hand. With constant alerts and the need to distinguish between false alarms from real incidents, there is a high margin for potential human error.

While there may be manuals and guides available, operators can still be prone to errors or miss protocols, especially during high-stress situations. This is where a decision management solution is able to play a significant role to help operators with daily tasks and potentially critical incidents.

The right decision management platform can ease the pressure on security teams by creating a new layer of management capability that makes operators an efficient part of any end-to-end security solution.





MANAGE YOUR ENTIRE SECURITY SYSTEM PORTFOLIO FROM A SINGLE INTERFACE WITH DECISION MANAGEMENT SOFTWARE

As safety and security platforms are constantly improving to offer more functionality, security teams are under pressure to master numerous complex tools. Managing multiple systems is a time-consuming process, affecting response times and operator effectiveness.

When switching between systems, operators can miss critical events requiring immediate action, or be unclear on the correct procedure to follow, especially if it varies depending on the solution used.

This is where Decision Management Systems can assist, as they provide a process-driven approach to security operations. As the compliance landscape continues to evolve, Security Managers need software platforms that offer easily customizable SOPs, allowing for continuous improvement of security operations.

As teams' efficiencies are constantly monitored, systems that offer automated incident reports alleviate the numerous hours spent writing incident reports, enabling security teams to focus on valuable tasks.

As security supervisors and managers rely on data to make critical decisions, adequate tools are key to finding actionable data and valuable insights. Managers need intuitive ways to measure their team's performance and to understand the root causes of security and safety system issues.

Leveraging a user-friendly solution such as [Compass Decision Management System](#), security teams can react faster, minimizing human errors while ensuring consistency of responses.

PUTTING THE NEEDS OF SECURITY OFFICERS FIRST

Despite allocating considerable resources to ensure people and assets are protected, most organizations cannot guarantee that operators can handle critical incidents consistently and with confidence and be able to run security system audits. While technology is advancing at a rapid rate, human operators remain a critical component of any security solution.

Their ability to handle incidents is central to ensuring safety and security, which is exactly what Compass enables. Security operators are tasked with various scenarios, such as:

- Receiving thousands of different signals in the control room.
- Alarms and technical faults coming in from multiple systems.
- Handling radio calls and phone calls.
- Frequent email requests.
- Regular external alarms.
- Constant monitoring of a large video wall.
- Images to constantly review.

While automation is a fantastic development in many aspects of security – such as processing video as it comes in – automated video analysis software increases

the number of alerts for officers to keep track of, including false alarms.

With intelligent software that analyzes video automatically, operators can now receive alarms such as crowd detection, trespassing, abandoned objects, loitering and many others. However, the downside of this technology is an increased number of alarms that the operator has to handle, leading to an overall increase in workload for the operator to manage.

TECHNOLOGY THAT MAKES YOU SAFER

One of the most critical issues a security operations team can face is a malfunctioning system. When a system failure goes undetected, technical issues will only be discovered when an incident occurs. With Compass, this situation is prevented, as the system alerts the operator as soon as a system failure arises, so teams can rest assured knowing that their safety and security systems are always operating as expected.

The industry is increasingly creating technologies that improve security management software. However, up to this point, the human element has not been effectively addressed: nothing unites operators in enabling them to be proactive and consistent in their response to incidents. The aim for Compass is to make all of these alerts more manageable for the teams behind the cameras. The solution takes the stress out of human monitoring, with constant health monitoring and alerts.

EFFICIENT AND CONSISTENT DECISION-MAKING IN RESPONSE TO SECURITY EVENTS

Security teams need to make fast and critical decisions in difficult, busy and demanding situations. High-stress environments and incidents can make remembering protocols challenging, even for experienced security operators, which increases the potential for human error.

3 | YOUR SAFETY & SECURITY COMPANION

Careful preparation is essential to removing any uncertainty and added stressors. Operators need to know that their security procedures are a well-oiled machine, and that there is no event that they aren't prepared for. Compass offers the ability to run security drills, such as evacuations, to see how teams handle incidents. This allows you to take a closer look at where bottlenecks or errors occurred, and improve procedures accordingly.

Organizations can greatly benefit from scheduling emergency drills. For instance, they can launch an evacuation plan and measure how long the procedure takes, as Compass monitors the execution of the security protocol. By running an evacuation test once a month, security managers can measure how long it takes to complete, find any errors in the process, and identify training gaps. Compass not only allows deployment of procedures, but also measures how well they are executed.

As preparation is key to success, Compass puts its technology in the hands of security teams who want to ensure they are prepared for all incidents.



WRITE YOUR OWN SECURITY PROCEDURES

Security teams need the ability to personalize systems according to what the business requires at any given moment. Many organizations need to change their procedures frequently, as security rules can evolve.

Buildings are dynamic environments that get affected by construction works, renovations, expansions and beyond. As a consequence, operators need a flexible tool that can adapt and evolve as their security landscape shifts.

Compass offers an easy-to-use tool that allows every security manager to adapt to their organization's unique procedures. The platform is easy to configure, allowing security managers and front-line teams to be agile when their response rules change day-to-day.

In recognizing that no two businesses are the same, Compass has been designed in such a way that reinforces the individual needs of each organization. The ability to change the setup easily also means that protocols can be more safely adhered to.

Some security procedures have sensitive information. Depending on the organization, end users will prefer to control the procedure for each case themselves – they don't want to share that with service providers or installers. But, even when the installer is configuring the procedures for the end user, in some cases the end

user may need to change a phone number, or an email address, or the order of the tasks, or create a new procedure for holidays.

If an organization handles sensitive data and regulations, or simply wants to ensure that third-parties do not have access to their security procedures, security managers can customize the procedures within Compass to ensure that all data and information is kept internally.

PROCEDURES FOR DAY-TO-DAY, HIGH-FREQUENCY ISSUES

Compass walks operators through step-by-step security procedures as they appear on screen. No matter what the incident, from low-level to high-impact, a series of actions guides the operator through every scenario, no matter how ordinary or remarkable.

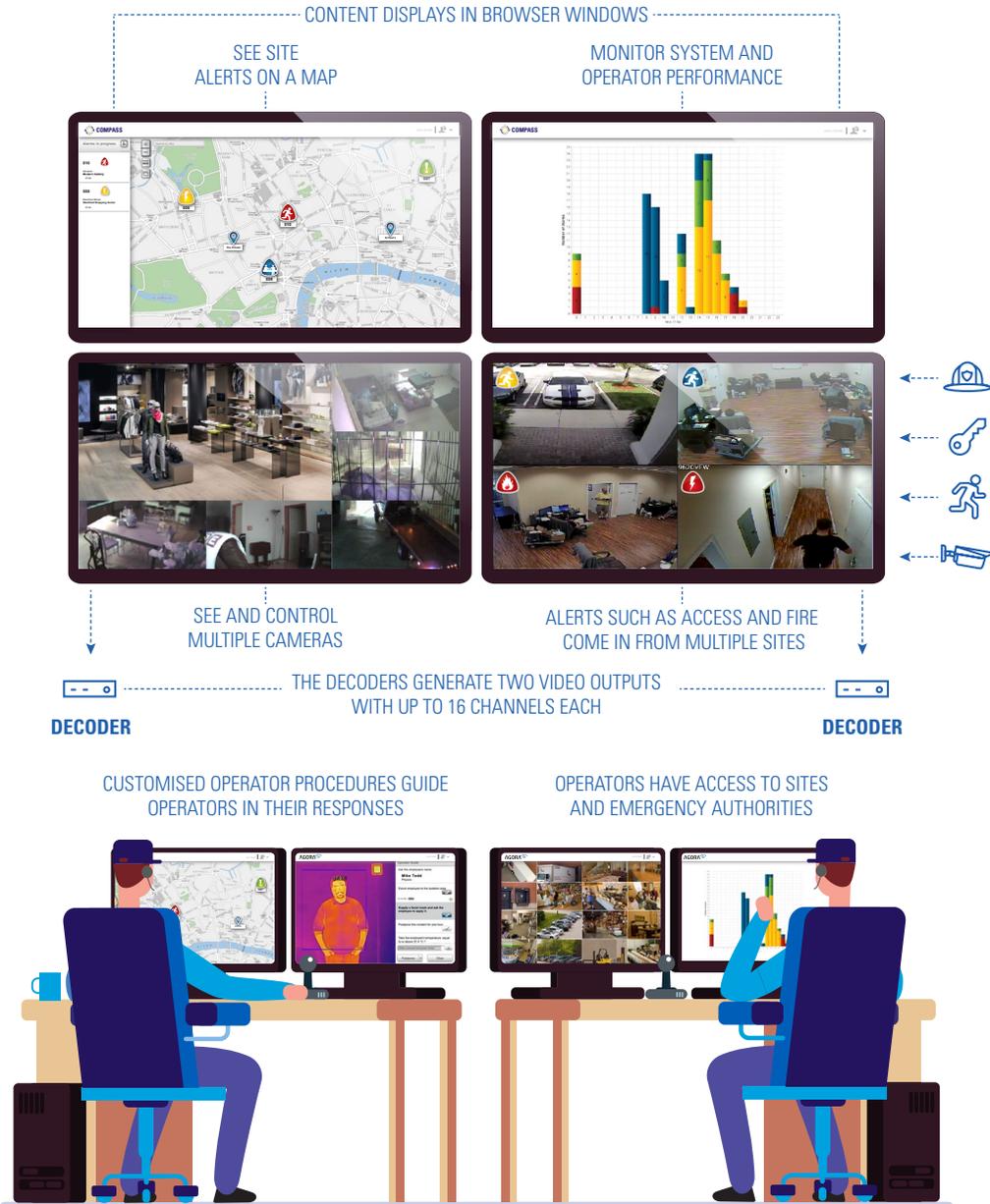
For example, an employee without full building access is trying to go through a side door that is only to be used by building management. When the employee's access is denied, Compass receives an alert from the access control system, warning the operator that someone is attempting to enter the side entrance. The system then presents the operator with a live video from the camera at the side entrance door, showing the employee outside the door. It also shows the employee's ID, stored in the access control database, enabling the operator to compare the two. If the faces match, and the operator decides to grant special access, Compass will enable the security operator to unlock the side entrance door with the push of a button.

EFFICIENT RESPONSES TO HIGH-RISK EMERGENCY SCENARIOS

Every organization has different intruder, fire and terrorist procedures. Compass allows as many protocols as an organization needs. While serious incidents are fortunately rare, still having strict, easy-to-follow protocols and procedures in place is imperative when a potentially critical incident does occur.

In the event of an extremely serious incident, such as a terrorist attack, an operator is undoubtedly put under an extremely high-stress situation. In this moment, even an experienced security operator may panic and be unsure of what steps to take. During an occurrence like this, receiving step-by-step instructions becomes critical to ensuring that human error is minimized and safety protocols are executed as efficiently as possible.

VIDEO WALL



WHY CHOSE COMPASS DECISION MANAGEMENT SYSTEM?

Compass offers an intuitive operational interface that supports the decision-making process for control room security operators. From a single pane of glass, Compass acts as a companion application, to help improve the consistency and effectiveness of responses by presenting operators with better insights from all connected safety and security systems. Operators simply follow step-by-step instructions, aided by video streams and audio calls for a prescriptive and consistent response every time.

Compass correlates incident triggers coming from multiple security and safety systems with video feeds and custom procedures adapted to each incident type and source. Incidents are queued by site and priority, while also being displayed on Google Maps. This makes it simple for operators to notice new incidents, while having the ability to see the state of each device and interact with them. Operators always know what is happening and where, and will be guided on what action to take next according to the facility's Standard Operating Procedures (SOPs).

Security Directors can easily configure and update their own library of SOPs adapted to handling each type of incident. These SOPs can be rich and dynamic, directing operators on when to make specific phone calls, send emails, open or lock and unlock doors, search cardholders, arm and disarm sensors and panels, change the preset of a dome camera, and much more, all performed through an intuitive interface.

HOW DOES COMPASS DIFFER FROM OTHER PLATFORMS?

Compass enhanced the existing Motorola Solutions ecosystem by:

- Reducing operators' response time with an intuitive platform connecting your safety and security systems together.
- Providing fast, consistent and accurate responses with automated Standard Operating Procedures (SOPs).
- Effortlessly achieving compliance with automated reports that ensure conformance with legislation, sectoral regulations or corporate guidelines.
- Maximizing the reliability of your systems and preventing security gaps with system integrity and availability monitoring.

Compass adds value to a security organization in a new and impactful way that some security teams may not have even considered yet.

Compass has the ability to go beyond security and safety; bringing gateways and software modules together to allow communication with other technologies, such as IT or maintenance systems. Compass is an open platform that allows security operators to easily follow the right procedures and take effective actions, using insight from their security and safety equipment.

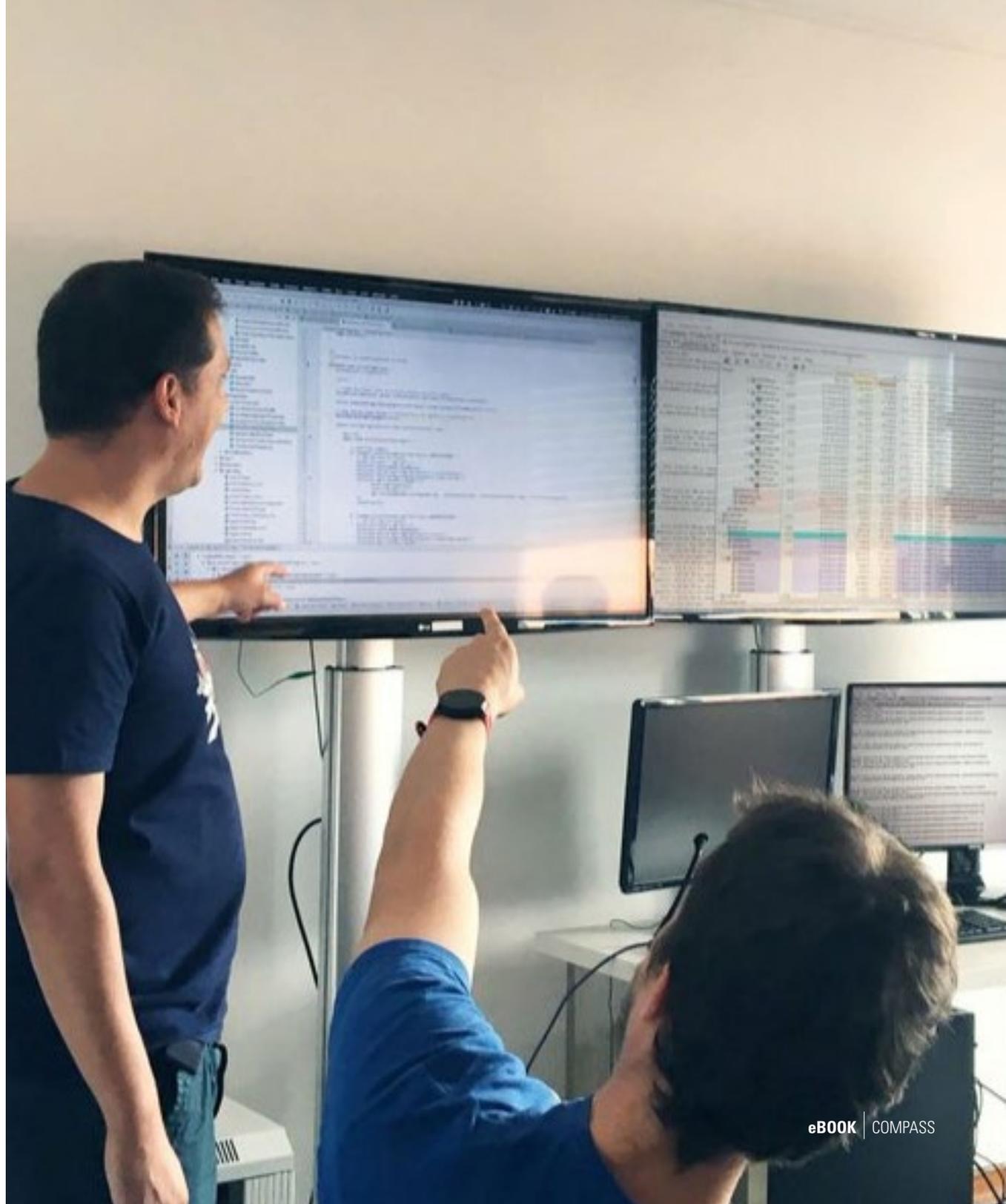
Just like the maestro in an orchestra, Compass software unites the different systems a security operator needs to manage, all within a single unified platform.

TECHNOLOGY THAT WORKS WITH YOU

Compass works as a companion platform that unifies a site's entire security portfolio. Most security operations teams do not want to entirely uproot a portfolio that has been in the making over a number of years.

Operators in the control room need a tool that enables them to make smart decisions quickly, while avoiding human error, providing step-by-step guidance adapted to handling each type of incident, from day-to-day situations like an intercom call, video loss or a motion alarm in a camera, an expired card event from the access control system, up to high-impact incidents like a fire or an earthquake that requires complex evacuation procedures. Compass acts a co-pilot for the control room operator, as the platform enables the creation of dynamic and step-by-step workflows that effectively guides the operator through each situation.

Compass was created to put the operator's needs at the forefront. Compass works with a site's existing tools and resources and is able to adapt to each site's security portfolio.



WHAT COMPASS LOOKS LIKE IN YOUR CONTROL ROOM

Emergencies look different for every type of business. While all sectors face intruder and fire threats, there are more industry-specific emergencies that can occur, which your decision management platform needs to be prepared to handle.

The procedure to detect a perimeter intrusion is determined upon each situation and scenario. For example, if someone crosses a perimeter at a food factory, the risk is that goods and equipment may be stolen. Although this is a criminal act, the proper procedure will be much simpler to follow and will focus primarily on detecting the individual(s) in question and collecting substantiating evidence. However, if this same scenario were to occur at an airport, an individual trespassing can have a greater impact on the safety of airport staff and passengers, therefore requiring a much more complex set of protocols and response from the security team.

Within verticals, varying security procedures may be required to ensure compliance with regional laws. The flexibility offered by Compass enables security managers with the ability to adapt to each organization's very specific needs.

In countries where there is more regulation and demand for compliance with certain procedures, the needs are now starting to shift. Some customers will

require the implementation of a code book with 30 or more procedures in it. They can be reassured they can easily implement them in their control room, in order to get their ISA certification, or gain accreditation by their National Security Authority. Another example is organizations needing to implement specific procedures when negotiating insurance policies.

If you have particular compliance to adhere to, Compass can help you regulate your responses in order to pass standards and audit processes.

THE COMPASS INTERFACE

Compass' ease-of-use begins with its attractive and simple interface. When a security manager requests for an incident report, the operator would typically have to go through 5-6 different systems in order to get the right data and painfully patch the story together. This becomes more onerous when the different systems have different times because their clocks were out of sync. With Compass, these inconveniences and chances for human error are completely eliminated.

Compass' interface is set up as follows:

- The left-hand side of the screen is where alarm cues line up.
- The right-hand side of the screen is where instructions come up about what operators have to do next.
- In the center of the screen, floor plans, Google maps and video footage (typically "live" and "pre-alarm" clips) are displayed, giving the operator a comprehensive overview of their system, all in one place.

Motorola Solutions is committed to providing quality technologies that help people protect what matters most.

Equipping your team with an intuitive platform to ensure the utmost safety and security is an essential part of an organization's security portfolio. With Compass, everyone involved in the process, from integrator, security management team, to frontline security operators, will benefit from the platform's ease of use.

COMPASS HAS BEEN USED AND EXCELS IN MANY VERTICALS



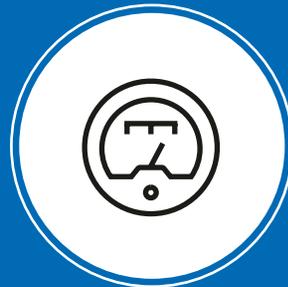
FINANCE AND
BANKING



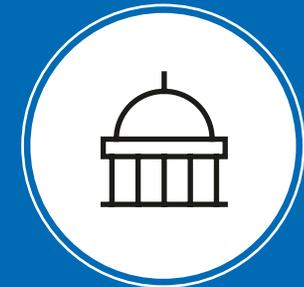
RETAIL AND
SHOPPING MALLS



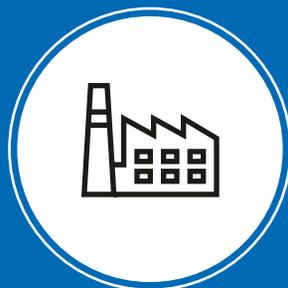
CORPORATE
BUILDINGS



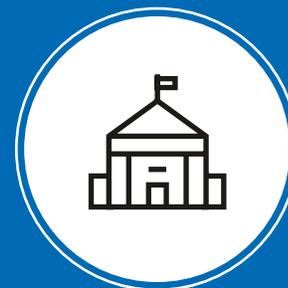
WATER AND ELECTRICITY
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For more information, please visit www.motorolasolutions.com/compass

