

sureGUARD

Video Management Centre Solution

TeleEye

Ideal Platform for Remote Management and Alarm Verification Applications

TeleEye Video Management Centre Solution is a reliable and complete video management platform, purposely built for Remote Video Response Centres (RVRCs) or central monitoring stations. The solution provides a complete remote monitoring product line including HD IP cameras, HD / SD digital video recorder compliant with the British CCTV Standard BS8418, video management software for offsite video monitoring and traceable alarm verification via fixed or mobile networks. Not only does it help to swiftly verify alarms but also takes on an active role to combat any illegal acts immediately for numerous sites.

The complete range of the TeleEye Video Management Centre Solution includes:

- sureGUARD Video Management Software
- TeleEye MX HD Network Cameras
- TeleEye GX HD Digital Video Recorders
- TeleEye VN HD Digital Video Recorders
- TeleEye RX Digital Video Recorders
- TeleEye JN Digital Video Recorders

BS 8418
Compliance



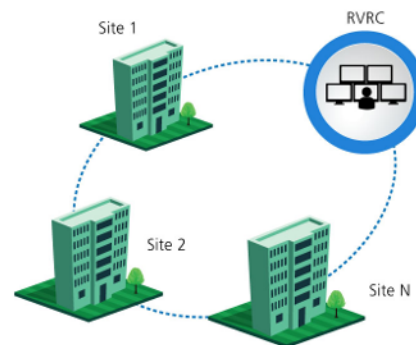
sureGUARD Video Management Software

sureGUARD Video Management Software is a professional video alarm management solution for Remote Video Response Centres (RVRCs) or central monitoring stations. It fully complies with the British CCTV Standard BS8418 for remote monitoring of detector activated CCTV systems. sureGUARD allows multiple operators to handle a large volume of video alarm events from up to 5,000 sites in 24 x 7 operations. Many built-in features facilitate speedy visual verification and greatly improve the efficiency of operators.

Benefits of sureGUARD

Scalable Design & Operation

sureGUARD consists of 5 functional modules, namely Video Management Server, Video Viewer, Playback Server, Site Check Server and Information Server. The sureGUARD platform can manage up to 5,000 sites simultaneously, and can be expanded to different levels by increasing the number of modules.



*Compresses 50%
data size* !!*



Excellent Video Transmission Performance

TeleEye digital video recorders like the GX and RX Series are incorporated with the proprietary HD SMAC-M / SMAC-M multi-stream compression technology, which transmits video faster and records video longer than H.264. Since the RVRCs are required to monitor and verify live videos of different sites through their single network, when there is an alarm event, the multi-stream architecture and the compression efficiency of HD SMAC-M / SMAC-M are definitely big advantages in such a limited network resource environment.

Swift Alarm Verification and Response

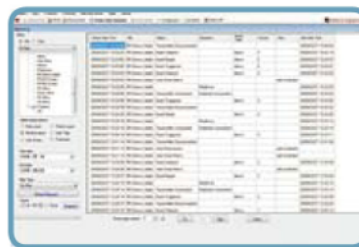
Alarm images will be captured from all associated cameras before, during, and after the event is triggered. The RVRC's operators can verify the alarm images and take an appropriate response in a speedy manner.



Operators can verify alarms by looking at the alarm images taken.

Full Traceability

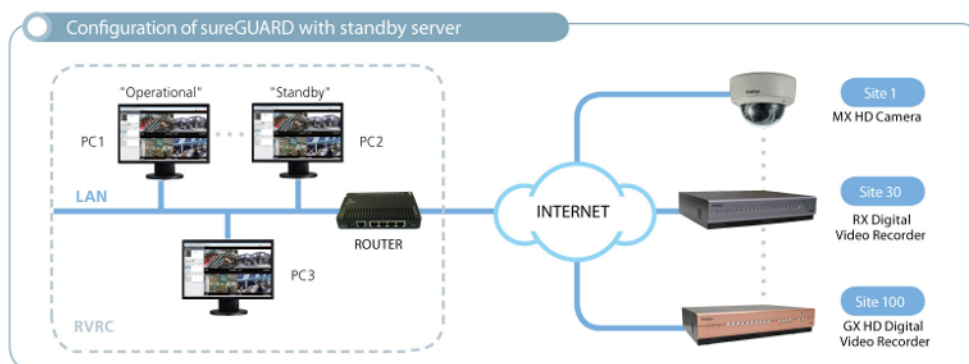
sureGUARD allows operators to key in their own remarks for each event. Detailed reports can be generated. They include site reports, operator reports and site check reports. Alarm responses taken by the operators are all traceable in the centralised logging system.



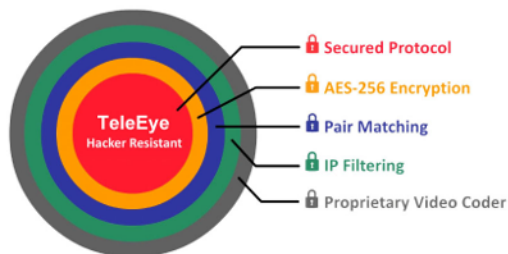
Detailed reports can be generated for operators' references.

Redundancy Design for Enhanced Reliability

sureGUARD can be configured to support redundancy design for enhanced reliability. If it detects a breakdown in the primary connection of a site, like ADSL, it can automatically switch the communication to 4G connection and resume work. sureGUARD is based on a fail-proof design which supports two identical systems. It will switch to a stand-by server when the main system fails and resume alarm verification work in a very short amount of time.



Hacker Resistant



Many ordinary H.264 IP cameras are proven to be insecure, where hackers are able to bypass the security and access the live video footages remotely. Data security is always an important factor in the TeleEye product design. The TeleEye Hacker Resistant technology is incorporated in the TeleEye video surveillance solutions, shielding off hackers' attacks via the internet. 5 Layers of Protection: AES 256-bit encryption, proprietary HD SMAC-M video coder, specific IP access, secure protocol and pair matching architecture.

British Standard BS8418 Compliant

sureGUARD and TeleEye digital video recorders* are designed to fully comply with the British Standard BS8418, providing robust and professional remote monitoring and visual alarm verification solution to RVRCs and central monitoring stations. Comprehensive alarm management functions like tamper and power failure detection, data retention, system arm / disarm setting, entry / exit zone configuration, individual fire zone setting, system tamper and connection authentication are embedded.

* Available for GX and RX Series only

BS 8418
compliance



GX Series HD Digital Video Recorder



RX800 Series Digital Video Recorder

Comprehensive End-to-End Video Surveillance Solution

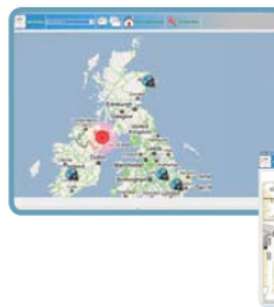
TeleEye specialises in the development of high-tech CCTV solutions including hardware and video management software, taking care of diverse surveillance needs and requirements. TeleEye sureGUARD video management centre solution works seamlessly with TeleEye GX Series HD DVRs, VN Series HD DVRs, MX Series HD IP cameras, RX800 Series and JN300 Series DVRs, to form a complete end-to-end video surveillance solution. The TeleEye HD solution guarantees optimised performance, seamless compatibility and a convenient single contact point for technical support.



Value-added Modules

siteMAP - Interactive Multi-layer Hierarchy

With the sureGUARD siteMAP module, the clients' sites will be shown on a geographical map. Operators can manage their numerous sites, select cameras and verify alarms with just a few clicks on the map. This is especially suitable for operators that need to manage a lot of sites at the same time.



○ Triggered alarms will be shown on the floor plan and geographical map. Operators can manage their sites by clicking on them.

siteMATRIX - Video Matrix

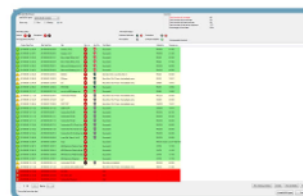
Video wall applications ○



The digital video matrix module for sureGUARD is designed for video wall applications. The video matrix supports displaying up to 80 live videos on 4 LCD screens with 20 lives videos on 4 LCD screens. sureGUARD can display a maximum of 400 live videos with the maximum of 5 video matrix workstations.

siteCHECK - End-to-End Site Checking

End-to-end site checking is a special function of sureGUARD, which allows operators to ensure that every single site can be connected properly when an event is triggered. This function is especially suitable for RVRCS, as they need to manage a lot of sites at the same time.



○ Allow operators to ensure that every single site can be connected properly.



Interview with Client

TeleEye Benefits to Alarm Verification Application

Interview with Doyle CCTV & Monitoring Limited



Doyle CCTV & Monitoring Limited, a comprehensive security service provider, incorporated in Yorkshire, United Kingdom since 1985. They chose TeleEye for providing the remote video alarm verification to their clients since 2008. Mr. Peter Marshall, the Technical Manager of the company, would like to share his experience on TeleEye.

Why do people need your remote video alarm verification service?

TeleEye

The buzz word is professional video alarm verification which I think most people would be looking at. The importance of video verification is imperative. Customers need more than just a pulse line. With video alarm verification, when an incident occurs, the DVR projects live video back to our central monitoring station and allow us to respond instantly and appropriately in order to avoid any damage or minimise the loss.

Swift Alarm Verification & Response

Why did Doyle Consultants choose TeleEye for providing the remote video alarm verification service?

TeleEye

We had had a brief experience with TeleEye before. The video compression and streaming performance of TeleEye DVRs is the best I have ever seen. When we started planning to set up our new CCTV division, we went down the route that we were familiar with. In fact, TeleEye sureGUARD is user-friendly for the staff at the central monitoring station. Whenever an alarm comes in, it's easy to acknowledge, respond to and work with. TeleEye ticks all the boxes.

Excellent Video Transmission Performance

What are your comments after running TeleEye sureGUARD in your central monitoring station for a few years?

TeleEye

Another good thing is that it consists of sophisticated features addressing to our day-to-day operations. For example, in addition to live video streaming, TeleEye DVR transfers a set of 3 alarms images capturing 3 seconds before, during, and 3 seconds after associated to each alarm event back to our central monitoring station. Hence our operators can determine the cause of the trigger confidently and respond to the incident. On the other hand, our staff can easily figure out if each of the clients premises is armed and disarmed. We would be alerted if there is any communication or other technical fault. Then we can respond immediately and notify our clients. TeleEye is a good bit of kit. I love it to death!!

Sophisticated Features make Smooth Operation

Functional Modules

Module	Description
Information Server (IS)	Communication platform for all sureGUARD modules
Video Management Server (VS)	Connection gateway, recording engine
Playback Server (PS)	Locating & streaming the selected recorded footage to VV
Video Viewer (VV)	Operator console
siteMAP Module (SM)	Manage numerous sites, position cameras and verify alarms on site map
Site Check Server (SS)	Connect to the remote servers according to the schedule time and the result can be viewed through site check report

sureGUARD License Details

CMD License	Remote Site	Video Management Server	Concurrent Connection
CMD030	30	2	16
CMD100	100	2	16
CMD200	200	3	24

PC Requirements

CPU	Intel® Core™ i3 processor
RAM	2 GB
HDD	10 GB free space
Display	Direct 3D, Nvidia GeForce® GT220 / ATI® Radeon® HD 5450 or above
OS	MS Windows XP / Vista / 7 / 8 / 8.1 / or MS Windows 2008 R2 (64-bit edition)
Ethernet	10 / 100 / 1000 Mbps



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