

SUPPORT YOUR SECURITY RESPONSE

IMPROVE YOUR TEAM'S EFFECTIVENESS WITH COMPASS DECISION MANAGEMENT SYSTEM™





THE CHALLENGES FACING SECURITY TEAMS

Security operators need to cope with the demand to make critical decisions in high-pressure situations

Human operators remain a critical component of any security solution. Despite allocating resources to ensure people are trained and ready, most organisations can't guarantee that operators can handle critical incidents consistently and with confidence.

Frequently, security operators are outsourced, meaning they can have limited technical skills and high turnover rates. If they are rotated between security operation centres, they have to learn constantly changing operational requirements, SOPs and policies.

Security platforms are constantly improving to offer more functionality, but that puts pressure on security teams to master numerous complex tools. Managing multiple systems impacts response times and operator effectiveness.

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

And stress can make remembering protocols challenging, even for experienced operators, which increases the potential for error.

Security operators are tasked with an enormous range of 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.

With intelligent software that analyses 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 the increased number of inputs that the operator must make sense of and act intelligently upon.

MANAGE YOUR SECURITY SYSTEM PORTFOLIO FROM A SINGLE INTERFACE

SUPPORT EFFICIENT AND CONSISTENT DECISION-MAKING

Compass Decision Management System™ offers an intuitive operational interface that supports the decision-making process for control room security operators and managers.

Eliminate guesswork or hesitation. Give security operators step-by-step access to your standard operating procedures – in the moment they need them – so they can take the right actions.

Improve consistency and effectiveness of response actions by presenting better insights from connected safety and security systems: video management, access control management, fire and intrusion detection panels, VoIP intercoms, telephony and public address, building automation and management and IoT devices.

MINIMISE HUMAN ERRORS THROUGH STANDARD OPERATING PROCEDURES

Compass integrates multiple unconnected security applications and devices and controls them through one comprehensive user interface. It collects and correlates events from existing disparate security devices and information systems (video, access control, sensors, analytics, networks, building systems, etc.) to empower personnel to identify and proactively resolve situations.

Compass also provides security supervisors and managers the data and insights they need to measure their team’s performance and to understand the root causes of security and safety system issues.

Ultimately, Compass helps organisations to improve security and reduce costs through enhanced efficiency.

 <p>STANDARD OPERATING PROCEDURES</p>	 <p>AUTOMATED INCIDENT REPORTS</p>	 <p>INTEGRATION WITH SAFETY AND SECURITY SYSTEMS</p>	 <p>REMOTE TOURS</p>	 <p>KEY PERFORMANCE INDICATORS</p>
<ul style="list-style-type: none"> • Step-by-step incident management workflows • Custom workflows based on standard operating procedures (SOPs) • Compliance with corporate guidelines and sectoral regulation 	<ul style="list-style-type: none"> • Automatic incident reporting based on workflow execution • No human error when reporting • Easily accessible audit trail that keeps track of user actions 	<ul style="list-style-type: none"> • Integration with third-party systems via their API/SDK • Compass SDK available free-of-cost to partners, so that they can integrate Compass with third-party systems 	<ul style="list-style-type: none"> • Routine tasks to implement proactive security • Issues and potential incidents detected early on • Triggered at specific or random times • Configurable workflows per checkpoint 	<ul style="list-style-type: none"> • SOC operators constantly measured to detect performance bottlenecks and training gaps • Data on false alarms and technical issues helps reduce SOC noise

COMPASS IN ACTION: PROTECT TRANSPORT ASSETS – ON THE MOVE AND IN THE YARD

THE CHALLENGE

Security plans for transport assets must set out procedures to monitor and control access, manage emergency situations and detect and deter unauthorised access to restricted zones. The need to manage multiple systems is challenging even for skilled operators.

THE SOLUTION

Through the Compass Decision Management System, operators of all levels of experience are guided by step-by-step workflows that meet corporate guidelines and regulations.

THE OUTCOME

Compass assimilates inputs from all security systems in the video security and access control portfolio while offering powerful decision management features.

UNAUTHORISED ACCESS IN THE SEAPORT

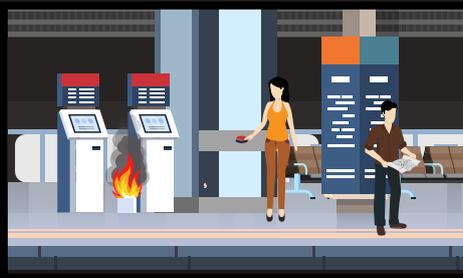
Perimeter intrusion system alarm is triggered at a bonded warehouse. Map shows the operators where the breach occurred, so they will know what is happening, and where, and will be guided on what action to take next according to the facility's SOPs.

STATION PANIC ALARM

A passenger notices smoke in the station and presses the station emergency help point button. Compass shows the location of the alarm. The control centre operators then activates the live video stream to assess the situation and take the necessary actions.

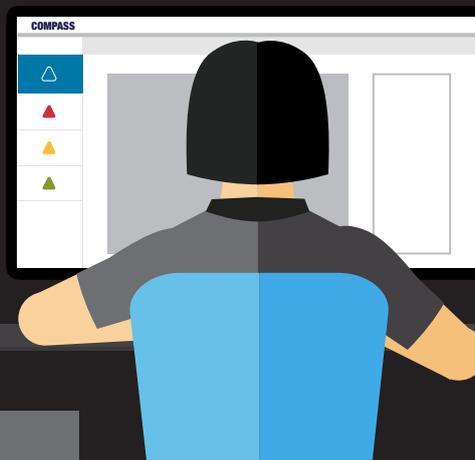
VANDALISM IN RAIL YARD

CCTV detects unusual activity in the railway yard in the middle of the night, which triggers an alarm. SOP guides the operator through a review of the cameras in the vicinity of the alarm, and to deploy security personnel to the scene.



COMPASS IN THE SECURITY CENTRE

Compass integrates multiple safety and security systems and presents data from those multiple sources in a unified display. Step-by-step procedures guide operators on the specific actions for each scenario.



COMPASS IN ACTION: SECURE A MILITARY BASE – INSIDE AND OUT



THE CHALLENGE

Military bases require vigilant protection. A military security system must detect threats early enough to protect assets, weapons, supplies and personnel.

THE SOLUTION

The military must take a deliberative approach to prepare its installations. While personnel are highly trained, the wide range of feasible risk scenarios requires operators to be fully prepared for every situation.

THE OUTCOME

Compass Decision Management System can record an infinite number of SOPs so, no matter the scenario, staff will be prompted to act appropriately for both day-to-day and high impact incidents, including technical issues.

FIRE ON BASE

Smoke and heat detectors trigger alarms in Compass. Operator is guided by SOP to deploy evacuation and fire response.

UNAUTHORISED ACCESS TO WEAPONS DEPOT

RFID card used by individual to gain access to weapons store. CCTV identifies person using card is not authorised. Operator is guided through SOP to deploy military security.

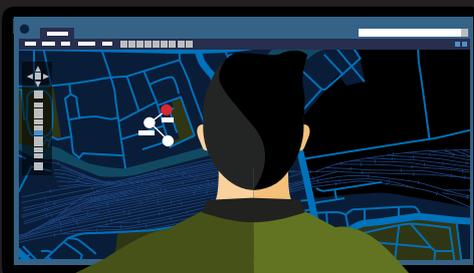
PERIMETER BREACH

Sensors detect unusual activity on perimeter fence. SOPs guide operator through review of CCTV of area to ensure legitimate alarm and deploy security personnel.



COMPASS IN THE SECURITY CENTRE

Compass automatically generates incident reports based on the execution of each SOP by the operator, including operator's comments, snapshots, phone calls and video clips.



DESIGNED SPECIFICALLY FOR SAFETY AND SECURITY

Motorola Solutions brings you world-leading mission-critical communications, software and managed services.

Our proven technology ecosystem unifies radio and broadband communications, intelligently captures and analyses video and integrates software solutions end-to-end. These products give us a proven track record of adding value to our customers' communications and safety capabilities.

We have more than 17,000 employees in 60 countries, serving over 100,000 customers in 100 countries with representation in China, Hong Kong, Taiwan, Japan, Korea, India, Singapore, Malaysia, Indonesia, Vietnam, Thailand and the Philippines.

You can find our solutions at work in a variety of industries including law enforcement, emergency services, government security, utilities, mining, energy, manufacturing, hospitality, retail, transportation and logistics, education and public services.

HARNESSING INNOVATION TO KEEP PEOPLE SAFE

Motorola Solutions' more than 90 years of operational expertise is underpinned by our ongoing commitment to customer-centred research and development.

We invested \$732 million into research and development in 2021, designing the next generation of technology to promote public safety and operational efficiency.

Our technology platforms include the latest advancements in smart radios and virtual assistants, control room software, video security solutions and managed services. That's why law enforcement and emergency services communities trust us with their lives, every day.

✓ VIDEO SECURITY AND ANALYTICS

Transform your video system into an active security network by combining cameras, access control, infrastructure and management software with powerful analytics.

✓ MISSION-CRITICAL COMMUNICATIONS

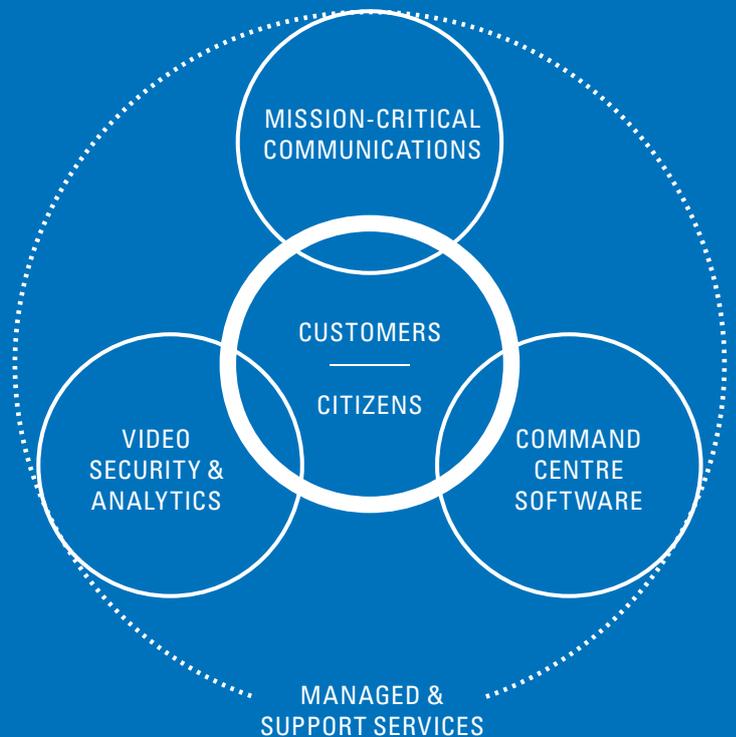
We build infrastructure and devices for seamless communications. You can be sure your investment is future-proofed because we engineer all our products to be highly customisable and scalable.

✓ COMMAND CENTRE SOFTWARE

Our world-leading software and interfaces streamline workflows through communications, data and analytics.

✓ MANAGED AND SUPPORT SERVICES

Be confident the systems you depend on are ready whenever you need them with dedicated support services that work to help you achieve your mission.



For more information on Compass, contact your Motorola Solutions representative or visit motorolasolutions.com/en_xp/products/compass.html



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