

# Spectator Service Centre

## Much more than a monitoring station

SYROS, our latest Total Concept Software, is the result of extensive research and development using our expertise in real-time video, alarm management and software development. SYROS is the nerve centre for the Security, Healthcare and Multimedia applications that can be run on the Spectator Service Centre (SSC). All the applications are accessed via a friendly GUI (graphical user interface) either individually or collectively.



### Designed with security in mind

The Security application for the SSC has two versions with distinct levels of security, normal security and high security. In the normal security version, the SSC is connected through a firewall to the Internet. Only applications and devices granted access to the SSC network are allowed on this network. It is strongly recommended that this be completely separated from any other networks on the operator's premises.

The high security version is deployed where high risk objects are connected to the SSC. This includes our patented "galvanic separation" technology, where the firewall is further fortified with a back-end reception unit in such a way that it ensures the SSC has no direct contact with the internet.

### Designed for flexibility

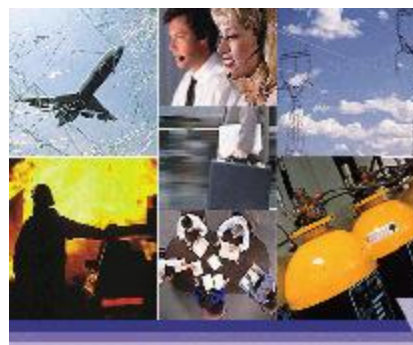
The SSC supports multiple protocols for control and communication with CCTV equipment like PTZ Domes, DVR's etc from various brands, as well as all Alarm system brands that use the ContactID communication protocol. This means that in most cases the user is not forced to change the complete security apparatus that he has already invested in and with minimal additional hardware; he can enjoy the security and peace of mind that comes with knowing, that the Spectator SSC is monitoring his investment.



The SSC is a multi application solution that can simultaneously connect to various different clients with a varied telecommunications infra structure from a simple telephone line (PSTN), GSM, GPRS, UMTS or satellite connectivity.

### Operators and SYROS

SYROS is delivered to the operator as a completely installed commissioned and tested solution. Every SYROS installation is tailored according to the application requirements of the operator. All equipment and software in this solution have to pass through a rigorous process of testing before deployment to ensure that everything works according to specifications. Besides rigorous testing, continuity of operations is assured by the use of dual redundant hot-swappable hardware. Spectator maintains the complete solution, with its state of the art 24/7 service on line. The solution is kept in sync with time by the system upgrades, and the operations are backed by regular commercial, technical and operator training.



## **Total Concept**

Spectator Video provides Total Concept turn-key application solutions in a number of key areas, including security, healthcare and multimedia. At the heart of our solutions lies the Spectator Service Centre (SSC). The SSC functionality empowers operators to manage the flow of video, bi-directional audio and data generated by applications thereby ensuring its accurate, secure and timely distribution.

## **SSC**

The SSC is supplied as a complete package, including multi-protocol software, servers, routers, switches etc., installation and full operator training. Each standard SSC operator position is equipped with 2 monitors, one with multi-protocol client software and one for digital mapping to provide for example alarm incident location details.

## **Video Alarm Verification**

One of the prime functions of the SSC enables operators to verify an alarm by viewing the scene of an incident. Once verified the operator is able to pass the incident video stream and bi-directional audio to a designated emergency services command room for a managed response.

## **Bi-directional audio support**

The standard SSC has bi-directional audio functionality. If an alarm system has been equipped with microphones and local speakers, the SSC are able to talk and listen to intruders to minimize the level of threat to people and property, while alerting the appropriate emergency services.

## **High security networks**

The security of the SSC is extremely well protected. Only during the few milliseconds it takes to register an alarm incident, from a known source, is incoming data allowed. All connections between the SSC and for example an alarm installation are secure, including the provision of remote virtual guarding (observation) services. Furthermore, since the SSC does not facilitate HTTP (web) or e-mail traffic there is no threat to its integrity from viruses.

## **Separated networks**

The SSC is based upon a separated network architecture. With this functionality there is NO physical IP connection between the network of the client and the network of the operator. Bosch Security Systems and the German police have already certified this type of SSC application for video transfer to German police stations.

## **Call transfer**

The SSC enables an operator to transfer alarm incident data, including the video stream, to another operator who may be sitting next to him, or hundreds of kilometres away at another SSC, or to an operator in a police command room equipped with Spectator technology

## **SSC recording**

All actions of the operator, video alarm images and conversations with intruders, are recorded by the SSC. These recordings are held in the SSC database and can be interrogated later by an operator or supervisor. They can also be interrogated remotely by the client and by the authorities as evidence. The information so collected can also be used by the emergency services for planning the response to similar incident in the future and the training of personnel.

## Various services

The SSC can be used in a wide variety of applications, apart from video alarm verification and video surveillance. It can also integrate with building management services thereby empowering the operators to remotely control building utilities, e.g. lights and heating, and to provide a range of remote services, such as vehicle and personnel access control e.g. during night deliveries.

## Easy migration of local CCTV systems.

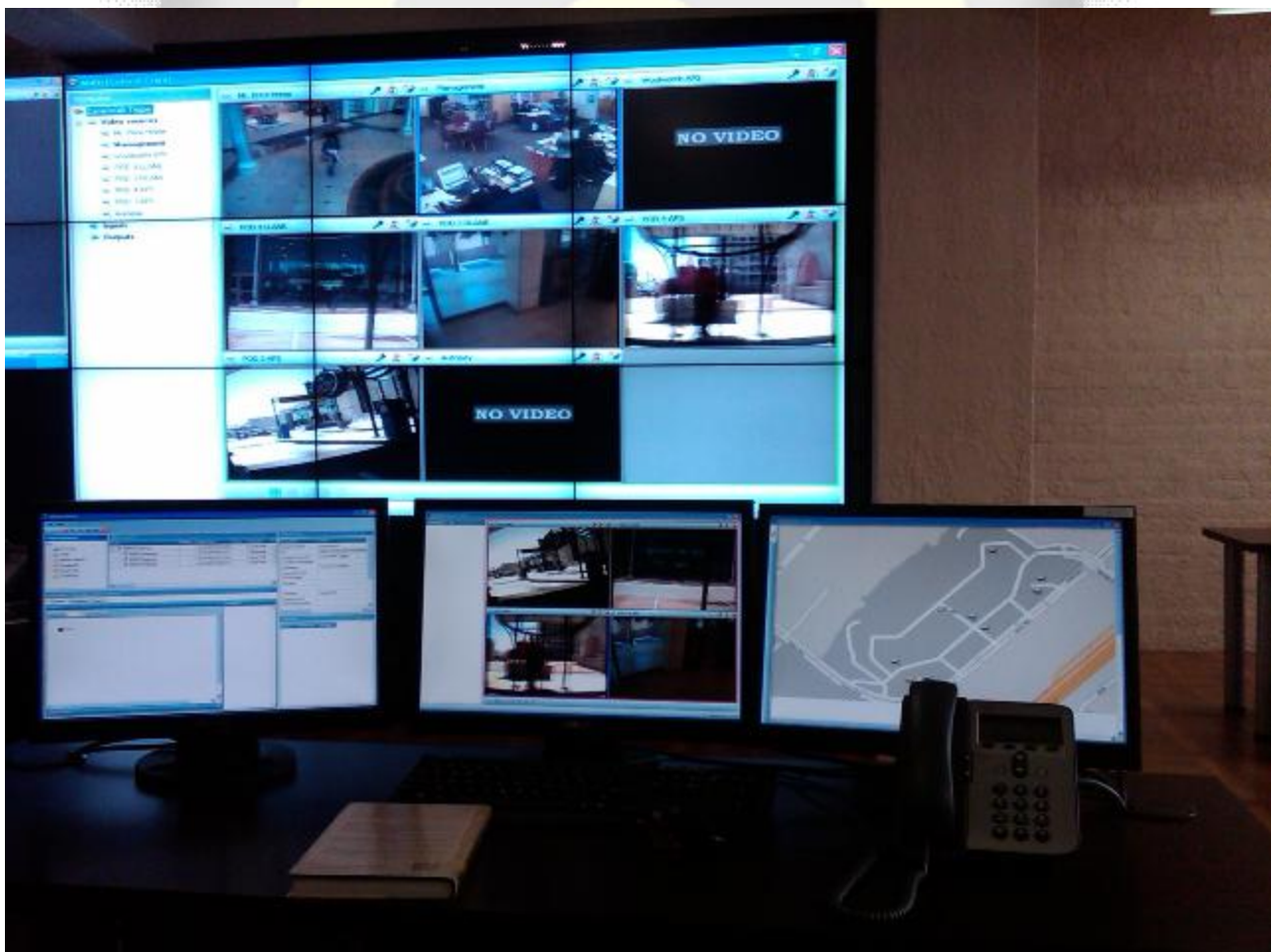
In addition to the Total Concept SSC, Spectator offers a complete new range of affordable state-of-the-art IP based H.264 video systems. This guarantees an easy migration of existing local CCTV systems, without disinvestments, to a stable and high quality video surveillance system. Existing camera's and HDVR's can remain operational, and in many cases SSC operators can control them.

## 24/7 support

The Spectator Service Centre operates 24/7; it never sleeps! Automatic continuous monitoring of the SSC software and hardware maximize its uptime; the technology and its correct functioning is guaranteed by Spectator. This enables SSC operators to concentrate on delivering a quality service to clients and to the emergency services.

## Multiprotocol and Quality of Service

The heart of the SSC and its functioning is based on own software. This means that even an unstable or new OCX version of a "third party" hardware component, can never result in crashing of an operator workstation or even of the total SSC.



## Features

- ⦿ Multi-user on Client Server Networks
- ⦿ Robust industrial standard SQL database, Oracle
- ⦿ Automatic dialling using built in VOIP gateway.
- ⦿ Comprehensive lookup tables & reports.
- ⦿ Manually or automatically generated reports
- ⦿ Advanced flexible database search capability
- ⦿ New equipments easily added due to the use of the latest object oriented programming techniques
- ⦿ User defined Priority settings for events
- ⦿ Advanced call management and distribution
- ⦿ Call redirect to third party facilitators as security agencies, police, civil defence, ....
- ⦿ Master/slave configuration for multiple views by different operators
- ⦿ Interactive client site maps (click able maps) for easy localisation and control of cameras, alarm points, inputs and outputs.
- ⦿ Excellent archiving facilities. Infinite client log.
- ⦿ Advanced task management for assignable tasks at account event or zone level.
- ⦿ Growing list of assignable tasks:
  - call a fixed line
  - call a mobile phone
  - send a SMS report
  - send a fax report
  - send an email report
  - print a report for postal mail
  - switch a camera for alarm verification
  - put a camera on the video wall for continuous monitoring on event occurrence
  - resolve an alarm, the alarm is put in resolve mode to see if the alarm will return in it's normal state
  - switch an output of a device
- ⦿ Notification of events sent to mobile phone, e-mail, or fax. The notification can be transmitted to more than one fax, mobile phone, or e-mail address
- ⦿ Video/CCTV Integration
- ⦿ Video Monitoring over TCP/IP
- ⦿ Bi-directional audio integration, bidirectional video integration on request
- ⦿ All video and audio communication from a local client is recorded.
- ⦿ Comprehensive Opening / Closing management with an unlimited number of time slots. Each time slot can stretch from 15 minutes to 1 day. Also allows for holiday and special times, which override standard weekly monitoring
- ⦿ Consistent graphical user interface throughout the program
- ⦿ Multi language interface, English, Dutch, French, German, and Arabic. More on request

- ⦿ Sophisticated action plans, organised as a flow chart with decisions tree. The operator is presented with exactly who to contact and what action required for each action. It can be configured at client, event type, and zone level.
- ⦿ Numerous other features & functionality
- ⦿ Scalable system, the systems grows with the needs of the operator
- ⦿ Turn-key system, including operator, supervisor and commercial training,
- ⦿ 24/7 control, maintenance and free upgrades

### Applications & Value Added Services

Security: Central Monitoring Station for Alarms

Video Alarm Verification

Virtual Guarding

Remote Access Control

Virtual Gate Keeper

Healthcare: Personal Alarm System Monitoring

Virtual Nursing

Tele Consulting

Tele Medicine

Education: Virtual Classrooms

Remote Lecture broadcasting

Multimedia: Small Audience Broadcasting (Sporting Events, Religious and Social Events)

Video Conferencing

Value added Family Welfare

services: Virtual Technical Support

Community Care

Care in the home

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