Smart Alarm Dispensation and Statistics Solution for ARC

Solution In Nutshell

Pain Points of ARC (Alarm Receiving Center)

- Difficult to balance the workload of each operator, which needs the logic of alarm dispensation to be smart.
- Low efficiency and high labor costs to manually forward and dispense the alarm items to different operators.
- Long time of alarm response or alarm acknowledge forgotten.
- Lack of a smart method to get a clear and detailed statistic of the workload of different operators, the alarm type, ratio of the true-false alarm, etc.
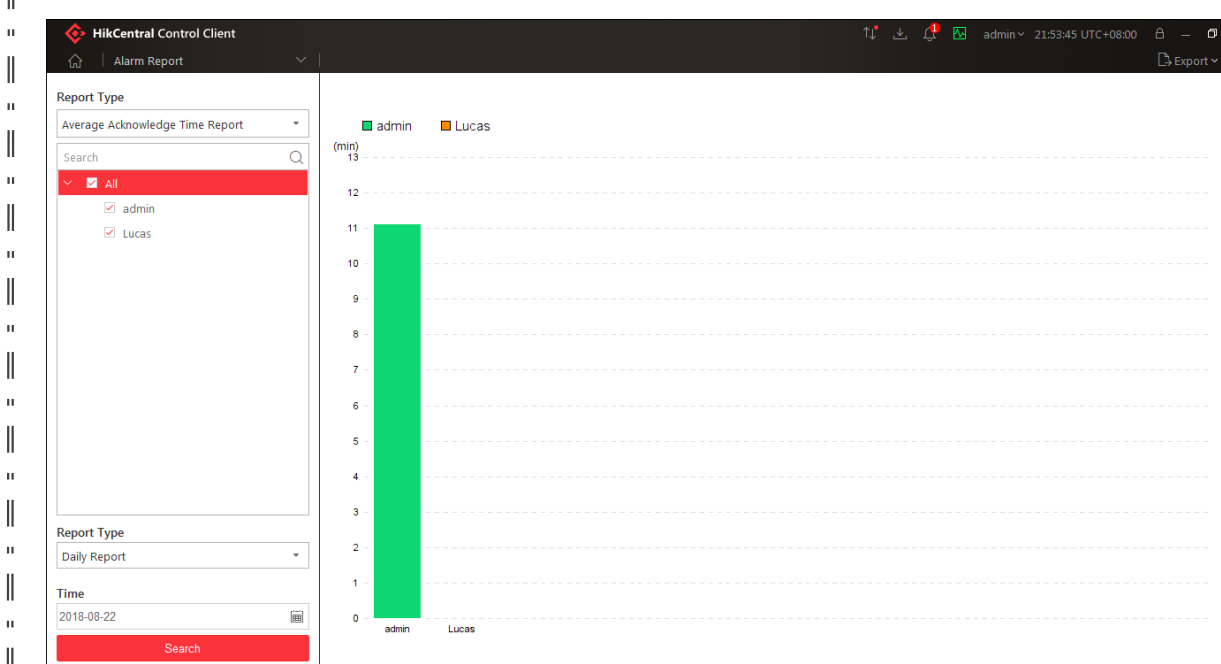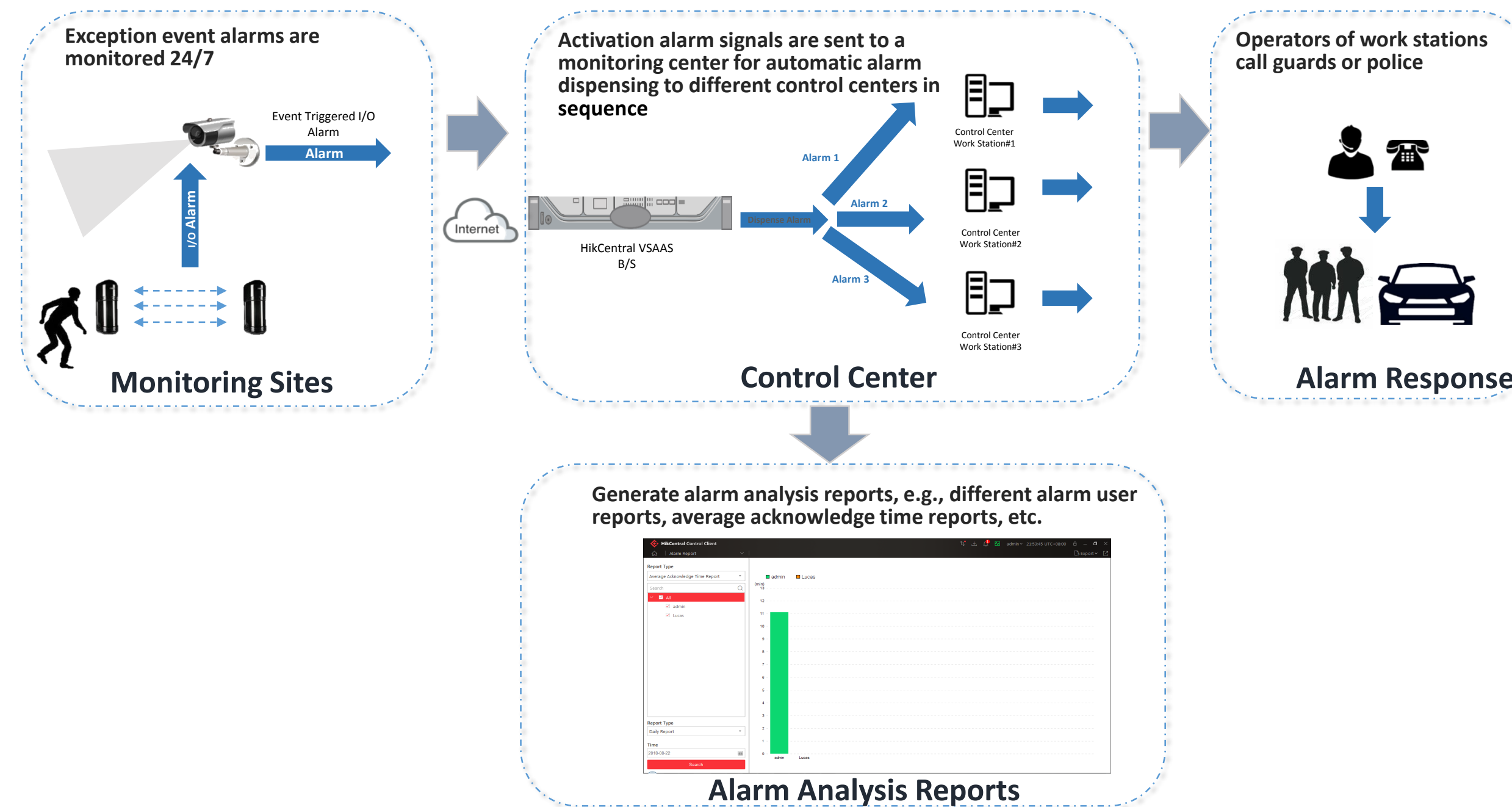
Solution Highlights

Alarm Dispensation and Forward

- Alarm events are automatically dispensed to different work stations in sequence.
- Operator can forward the alarm to other operators or managers.
- Manager can forward the alarm to other managers or operators if the alarm is not processed in time.

SOP for Alarm Acknowledge

- Configurable SOP management procedure for the operators to handle the alarm items.
- Each operator must strictly take each step of SOP to handle the alarm and detailed logs are recorded, e.g., calls get through with the security guard, calls not get through, etc.

Alarm Analysis Reports

- Generate different alarm analysis reports: Different Alarm User Report and Average Acknowledge Time Report
- Alarm analysis reports can be used for evaluating the alarm handling amounts and efficiency of different operators.

How ARC Works

Exception event alarms are monitored 24/7
Event Triggered I/O Alarm
Alarm
I/O Alarm

Monitoring Sites

Activation alarm signals are sent to a monitoring center for automatic alarm dispensing to different control centers in sequence
Internet
HikCentral VSAAS B/S
Alarm 1 — Control Center Work Station#1
Alarm 2 — Control Center Work Station#2
Alarm 3 — Control Center Work Station#3

Control Center

Operators of work stations call guards or police

Alarm Response

Generate alarm analysis reports, e.g., different alarm user reports, average acknowledge time reports, etc.

Alarm Analysis Reports

Note: The solution is applicable to the Alarm Receiving Center/Alarm Monitoring Center with CCTV only.
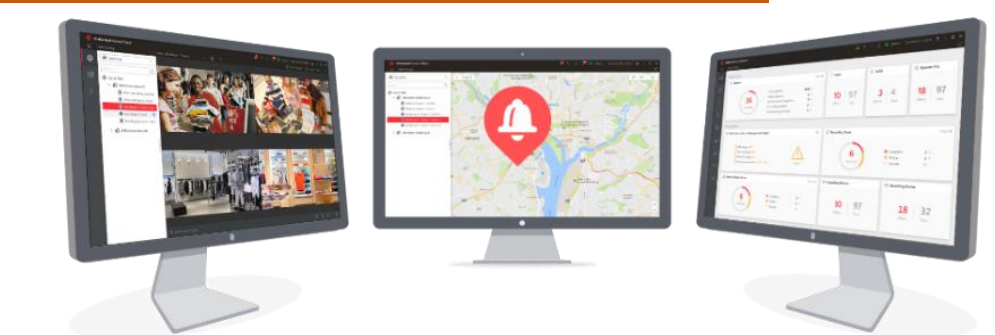
Solution Benefits

- Help the ARC balance the workload of each operator.
- Empower accurate and faster alarm response.
- Effectively enhance the working efficiency.
- Alarm analysis reports help manager of ARC to make some business decision or evaluate the operators' performance.

Product Showcase

HikCentral VSAAS

- Central management of devices
- Live view and playback
- Auto alarm dispensation
- Configuration of role permission
- Alarm-linked video view and auto recording by double clicking
- SOP alarm acknowledge
- Different alarm analysis reports generation and export
- Detailed alarm handling logs
- Device health status monitoring

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