

Genetec Mission Control

Intelligent incident management



Security systems that eliminate doubt

From monitoring and detecting through to resolving and reviewing, Mission Control lets you manage any incident from start to finish. It provides organizations with the data and tools to respond to situations quickly, confidently and intelligently.

Your customers, visitors and partners need to trust your organization, and your people need to trust their applications. Mission Control is a decision support system that gives security professionals new levels of visualization, incident management and situational intelligence. It allows them to see everything that's happening at a glance – and prepare for the unexpected.

Built on the foundation of Genetec Security Center, Mission Control supports thousands of events per second, and hundreds of thousands more during the course of a day. It has an intuitive interface that lets your team intelligently view an incident as it unfolds. This means they can resolve situations faster, making informed decisions using workflows that guide their responses in the heat of the moment.

Over time, you'll have the ability to harness a rich history of responses and actions, helping you analyze, learn from and improve upon every aspect of your resolution process.

Overwhelmed by data and decisions

Traditional security applications don't paint the full picture of an environment. The job of identifying what is and isn't a risk is left to the individual. Human factors such as emotions and tiredness invariably come into play. As does the difficulty of consuming and correlating large amounts of data from multiple sources – which often leads to more complex situations going undetected.

Mission Control analyzes and qualifies data from thousands of sensors and security devices to reveal the true nature of an incident. The insights it provides give your team the ability to deal with any potential threat.

By reviewing your processes – from detection through to resolution and auditing – you'll be able to identify weak spots, dynamically adapt, create new best practices and shore up your defenses.

The necessity of evolution

Change is as inevitable as people's reluctance to embrace it. It's natural to want to stick with what you've got, but to stay ahead you need to anticipate what's coming. Migrating to new systems can be painful, but the pain of not doing so can be far worse.

From Chicago to Shanghai, organizations are moving away from basic security, event monitoring and alarm management. Complicated situations need data insights and sophisticated applications that help operators work more effectively and efficiently.

Almost every organization has suffered a security breach at some point. Mission Control allows operators to take control of problematic situations as they develop. It helps them prioritize larger incidents and threats – and it removes emotion from the equation by guiding responses through to resolution.

Resolve situations faster

Maintaining efficient processes in every part of an organization is a big challenge. Even the sharpest set-ups have a few gaps and, chances are, there are areas where things could be improved. Mission Control is designed to plug those gaps.

The ability to swiftly resolve situations is an asset to any organization. Simplifying incident management enables people to make smarter decisions. It means multi-site environments such as airports and university campuses can be managed with relative ease.

With Mission Control, you'll also gain a better understanding of your people – where they're excelling and where they could use some extra training. The result is a team capable of quickly and consistently responding to incidents the right way, using planned workflows that follow standard operating procedure.

Situations seen through a single pane of glass

There's no need to navigate or search for information. From trigger to resolution, everything's on-screen and within reach through situational intelligence that comes to life using intuitive mapping technology.

When planning, filter unnecessary noise, customize your priorities and define automated workflows and procedures that guide responses.

During monitoring, the operator is pointed to the location of an incident through interactive maps. Standard operating procedures pop up dynamically, as they're needed. Associated video feeds help build a clearer picture of the situation. Maps show real-time data, with current and past incidents pointing to emerging trends and hotspots.

Afterwards, retrace and review every step. Export raw data to create detailed reports you can share with internal and external stakeholders, so incidents can be further investigated.

Mission Control in flight

On any given day in an airport, there are thousands of alarms. They come from a variety of sources – from a fox crossing a perimeter fence to a retail store’s EAS alarm. A single trigger doesn’t always mean a genuine threat. Let’s take a closer look.



\$142.5b

Global airport
industry revenue
ACI Airport Statistics, 2015

2,500

Security breaches
every year
TSA data from 2009-2015

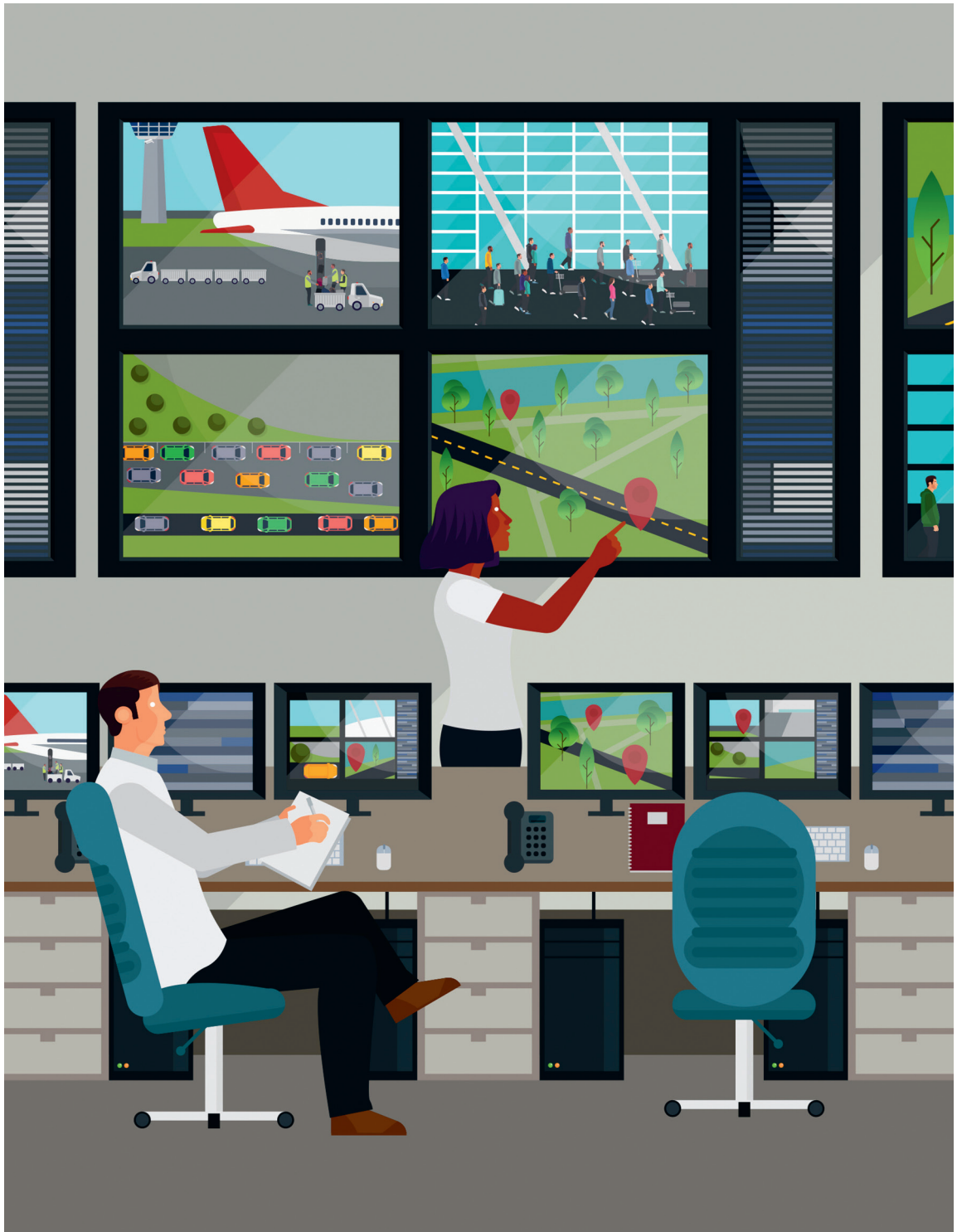
In the terminal's baggage-claim area, there's an emergency exit alarm that regularly gets triggered. It's gone off over 150 times during the course of just a week. Each time it happens, one of the security team members is sent to investigate. Each time, they find the alarm has been triggered by a person leaning against the door as they wait for their suitcase to appear on the baggage carousel. The team knows these are almost certainly false alarms, but they're obliged to investigate regardless. Even though they've become desensitized to the alarm, they have no way of telling for sure whether it's a false positive. There's an element of doubt and it's a drain on resources.

**'A single trigger doesn't always
mean a genuine threat.'**

Removing the alarm isn't an option because the door leads to a restricted emergency area. If someone were to pass through undetected, it could become a major security breach.

With the help of Mission Control, the team identified the danger. Existing cameras, motion sensors and door sensors were optimized to detect actual breaches only – with the extra information helping determine exactly when a response was required. False alarms continued to be logged, but security personnel were now dispatched only when the door





was opened and someone crossed the threshold. This let the team manage their time and resources more intelligently.

As well as protection from potentially substantial threats, Mission Control also complements routine, everyday tasks such as maintenance. For example, if a camera in the airport fails several times in a day, showing signs of imminent problems, an incident will be triggered. The maintenance team can then investigate. They'll be guided through the steps they need to take to fix or replace the faulty camera.

‘Mission Control supports thousands of events per second, and hundreds of thousands more during the course of a day.’

That's a snapshot of some of the ways an organization can benefit from having a decision support system in place. Developed with two leading airports, Mission Control supports thousands of events per second, and hundreds of thousands more during the course of a day.

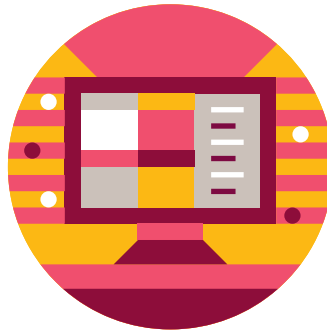
6.1%

Rise in passengers at world's 20 busiest airports
ACI Airport Statistics, 2015

7 billion

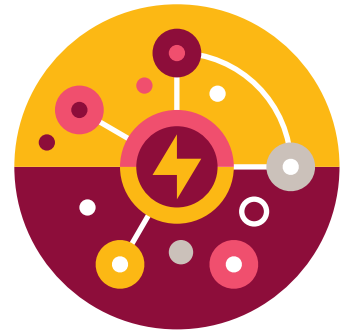
Doubling of air passengers by 2034
International Air Transport Association (IATA) growth forecast, 2015

The lifecycle of an incident



Scalable data collection

Information from thousands of sensors, devices and applications is captured in real time.



Automated analysis

A pattern of various triggers is detected, which leads to an incident being launched.

From monitoring and detecting through to resolving and reviewing, Mission Control lets you manage an incident from start to finish. Define the incident types and categories that work for your organization – and generate responses for any potential situation or threat.



Enhanced awareness

Powerful visualization shows the situation as it develops on a dynamic map.



Incident management

A workflow-driven response provides step-by-step procedures and guidance to resolve the incident.



Reporting and reviewing

After resolution, the incident is audited for insights that lead to operational improvements.

A system that fits your organization

With Mission Control, you can prepare your business for routine incidents and unplanned threats. Define your response strategy and contingency plans in advance by creating unique incident categories, multi-layered trigger criteria and automatic system responses. Through automated workflows for every incident, each step is covered. With a powerful decision support system as your foundation, you can move away from paper-driven processes and make sure you're compliant with both internal and external practices.

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**Genetec Mission Control
will empower your security
personnel, help you resolve
incidents faster, and allow
you to continuously improve
your situational intelligence.**

