

SOLUTION

Remote Monitoring Service

DNS operators watch your alerts, verify them and contact the right people, for sites without their own security desk.

Who it is for

- Sites without a security desk
- Businesses with many small sites
- Out-of-hours cover for offices and warehouses

What you gain

- Every alert checked by a trained operator
- Your contacts called in the agreed order
- Fewer unnecessary call-outs
- A monthly report on incidents and response times



Illustration: what the camera sees, and the operator's checks before the call.

WHAT IT DOES

Alert verification

Operators review the snapshot and the live view before acting on an alert.

Agreed escalation

Your contacts are reached by phone or WhatsApp in the order set out in the service order.

Coverage hours

Monitoring during the hours agreed in the service order, including nights and holidays where required.

Incident log

Every alert handled is recorded with its outcome, the person contacted and the time taken.

Monthly report

Incidents, response times, false alarms and recommended changes to the analytics.

System health watch

Cameras that go offline, are covered or are turned away are reported to you.

Where the cameras go

Area	What is watched	Licences
Boundaries, yards and gates after hours	Intrusion and loitering alerts, checked by an operator on the snapshot and live view	Core, Remote Monitoring Service
Offices, shops and branches out of hours	Presence or movement after closing, checked before anyone is called	Core, Remote Monitoring Service
Warehouses and stores	Intrusion, flames and smoke - verified and escalated in the agreed order	Core, Fire and Smoke, Remote Monitoring Service
Pump houses and unmanned sites	Trips and alarms from panel lamps, passed to your duty contact	Core, Machine and Gauge, Remote Monitoring Service
Every camera on the service	Cameras offline, covered or turned away, reported to you	Remote Monitoring Service

What you see every day

- Your contacts reached by phone or WhatsApp, in the agreed order, when an alert needs action
- The incident log: every alert handled, its outcome, the person contacted and the time taken
- A monthly report on incidents, response times, false alarms and recommended changes
- Cameras that go offline, are covered or are turned away, reported to you
- Your own alerts and live view on the web and mobile app at all times

What we need on site

- A stable internet connection at each site; video is viewed remotely only while an alert is handled
- Coverage hours, contacts and escalation order, set out in the service order
- Analytics licensed on the cameras to be monitored, by one-time licence or subscription
- An active warranty, AMC or subscription
- A server sized by us for the cameras and analytics chosen, confirmed during the Proof of Concept

Licences · one-time or by subscription

Any solution licence or subscription

Remote Monitoring Service (monthly)

Active warranty, AMC or subscription

Requires a stable internet connection at the site; video is viewed remotely only while an alert is handled. Runs on the Client's premises on standard IP cameras (RTSP / ONVIF); alerts reach the web and mobile app, WhatsApp, SMS, e-mail, Telegram or a siren.

Let us survey your site

A Proof of Concept on up to four cameras for 30 days, on your own footage.

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