SWISS SYSTEMS
Your Technology Partner

OFFSITE MONITORING PLATFORM · SOUTH AFRICA

⚠ REACTIVE MONITORING IS OVER

Swiss
FLAGSHIP
PLATFORM

Your control room watches what the platform tells it to.

Not the other way around.

A bespoke offsite monitoring platform — AI object and scene detection, SOP-driven response orchestration, integrated tour and incident management. **Decisions, not guesswork.**

For security companies, estates, and operations tired of relying on operators to spot what 32 screens have hidden — and ready to give them a platform that does the watching, so they can do the deciding.

AI Object Detection
Persons · vehicles · objects · scenes

SOP Orchestration
The platform tells the operator what next

Tour Management
Virtual & physical, audit-trailed

Incident Management
Capture · escalate · evidence pack

VMS Agnostic
Layer on top, not rip-and-replace

Standard-Aligned
Built to SA OMS & beyond

THE REACTIVE REALITY

Six things wrong with the way most control rooms run today.

The reactive monitoring model has been the standard for two decades. **It worked when sites were small, cameras were few, and threats were predictable.** Today's reality — dozens of cameras per site, multi-site responsibility, 24/7 coverage, audit-driven compliance — has outgrown the model. The cracks are showing in every control room that hasn't moved on.

Humans Can't Watch 32 Screens

Research is clear: after 20 minutes, an operator's effective visual attention drops by 95%. The math doesn't lie. **Your operator is missing events** — not because they're bad at the job, but because the job is biologically impossible.

Missed events: invisible · Risk: cumulative

Training That Walks Out

Months invested training a controller in your SOPs, your sites, your client expectations. They resign. The replacement starts from zero. The only system that holds the knowledge is the one that just left. Repeat every 12-18 months.

Training cost: substantial · Continuity: zero

No SOP Enforcement

The SOP exists in a folder. The controller's interpretation of the SOP at 3am is whatever they remember. Every escalation is a different decision from a different person on a different shift. **SOPs without enforcement are SOPs in name only.**

Inconsistent response · Audit failure waiting

Tour Management on Paper

Tour sheets ticked off, signed at end of shift, filed somewhere. Did the tour actually happen? Did every checkpoint get visited? At what time? In what order? Who knows. The audit trail is whatever the tour sheet says.

No real verification · No real audit · No real accountability

Incident Reports, 4 Hours Later

The incident happens at 02:47. The report is written at 06:30 when the supervisor arrives. Half the detail is forgotten. The video clip nobody pulled at the time is buried in 12 hours of footage. **Late reports are weak reports.**

Lost detail · Lost evidence · Lost claim defensibility

OMS Standard, Informally

The South African OMS standard for offsite monitoring exists. **Most operations claim alignment, few can prove it.** The audit asks for documented SOPs, response time evidence, controller training records, escalation logs. The answer is usually "we have it somewhere."

Tender exposure · Audit failure · Client trust erosion

THE REFRAME

Three ways to run a control room. Only one of them scales.

Every control room operator in South Africa is doing one of these three things. The one in the middle is what most operations have moved to. **The one on the right is the future** — and it's the only model that actually solves the structural problems with reactive monitoring.

⚠ REACTIVE

Operator-Driven Monitoring

Operator stares at screens. Operator decides what's important. Operator remembers the SOP. Operator types the report. The platform is a viewer. The human is the entire system. Outcomes vary by shift, by operator, by mood.

Doesn't scale. Avoid.

⚠ HYBRID (CLAIMED)

Motion-Triggered Monitoring

Motion detection raises an alert. Operator looks at the alert. Operator decides if it's real. Operator follows whatever SOP they remember. Better than nothing — but every cat, leaf, and shadow generates an alert. Operator alarm fatigue sets in within weeks.

Better, but not the answer.

✓ PLATFORM-DRIVEN

System-Orchestrated Response

AI detects the right things — persons in restricted zones, vehicles where they shouldn't be, perimeter breaches, abandoned objects. The platform classifies the event, triggers the SOP, presents the operator with **the decision** — not the search.

What Swiss Systems delivers. Always.

PILLAR 01

Operator as Decision-Maker

The platform does detection. The operator does decision-making. **Right work for each role** — not asking the human to be the detection layer.

PILLAR 02

SOP Encoded, Not Remembered

The SOP lives in the platform. Triggered by the event. Presented to the operator at the moment of decision. **Consistent response, every time** — regardless of operator, shift, or fatigue.

PILLAR 03

Lighter Training, Better Outcomes

The platform carries the cognitive load. Operators learn the platform, not 200 site-specific SOPs. New operators are productive in days, not months. **Knowledge stays in the system, not in the resignation letter.**

Operators don't need more training. **They need a platform that doesn't rely on training to work.** *Encode the knowledge in the system, free the human to make the judgement calls only humans can make.*

— THE SWISS SYSTEMS REFRAME

AI OBJECT & SCENE DETECTION

Eyes that don't blink. Across every camera. All the time.

Modern AI doesn't see "motion". It sees **persons, vehicles, objects, behaviours, anomalies** — and it sees them across hundreds of camera streams simultaneously, without fatigue, without bias, without the 20-minute attention drop that limits human operators. The platform watches. The operator decides.

Detect what matters. Ignore what doesn't.

Person in a restricted zone after 18:00? Alert. Vehicle parked in a no-stopping area for more than 3 minutes? Alert. Branch moving in the wind? Silence. **The right alerts, at the right time, in the right priority.**

◉

Person Detection

Persons in restricted zones, after-hours presence, loitering above threshold time, persons in groups vs alone. Detection plus context.

▣

Vehicle Detection

Vehicles in no-stop areas, vehicles after curfew, unknown vehicles vs registered, vehicle direction-of-travel against expected flow.

⊠

Perimeter Breach

Line-cross detection at fence boundaries, intrusion zones, virtual tripwires across approach paths. Pre-perimeter detection where camera coverage allows.

⊟

Abandoned Object

Bags, packages, vehicles left in monitored areas above a configurable dwell time. The detection most reactive systems miss completely.

⌃

Climbing & Scaling

Persons climbing fences, walls, gates, structures. Detection happens during the act — not after the breach is complete.

≋

Loitering & Behaviour

Persons remaining in monitored areas above expected dwell time, repeated approaches, suspicious movement patterns flagged for operator review.

▲

Crowd & Group Detection

Group formation in restricted areas, crowd density above thresholds in public spaces, gathering pattern detection at sensitive locations.

◆

Object Removal

Removal of monitored items — equipment, vehicles, infrastructure — from defined zones. Theft detection at the moment of action.

⊕

Custom Scene Rules

Site-specific rules combining multiple conditions — "person + after-hours + in zone X + dwell > 30s" — built per site, tuned to your reality.

AI doesn't replace operators. **It lets operators do the work humans are good at** *— judgement, communication, decision-making — while the platform does the work humans were never going to be good at: watching everything, all the time.*

— THE SWISS SYSTEMS AI POSITION

SOP-DRIVEN RESPONSE ORCHESTRATION

The platform tells the operator what to do next.

An event happens. Without a platform, the operator has to remember the SOP, decide the right action, choose the right escalation, type the right report. **The platform handles all four** — presenting the operator with the next required action, the right contact, the script to follow, the boxes to tick. Decisions, not guesswork.

1

Detect

AI flags an event. Classified, prioritised, geo-tagged.

→

2

Route

Platform applies the SOP for this event, this site, this time.

→

3

Present

Operator sees the event, the SOP, the next required action.

CONDITIONAL LOGIC

Site, Time, Type, Severity

Same event type can route differently depending on site, time-of-day, day-of-week, severity classification. A person in zone A at 10:00 routes to a different SOP than the same person at 22:00.

ACTION SCRIPTS

Step-by-Step Operator Guidance

Each SOP step presented in sequence. Tick-box completion. Mandatory fields enforced. Script wording for client calls. Photo/note evidence capture inline. The operator follows the SOP because the platform won't proceed without it.

ESCALATION PATHS

Right Contact, First Time

The platform knows who to call — site contact, client supervisor, response team, control room manager. Escalation path defined per site, per event type, per time-of-day. No more "let me find the contact list."

AUDIT TRAIL

Every Action, Time-Stamped

Every operator action logged. Every escalation recorded. Every photo and note attached. The audit trail builds itself as the SOP runs — no end-of-shift report writing, no missing detail, no "I think I called them at..."

SOPs in folders are SOPs in name only. **SOPs encoded in the platform are SOPs that actually run** *— every event, every operator, every time. Consistency becomes infrastructure, not a hope.*

— THE SWISS SYSTEMS SOP POSITION

TOUR MANAGEMENT

Virtual tours. Physical tours. Both verifiable.

Tours are the most-claimed and least-verified part of any monitoring operation. **Did the tour happen? Did every checkpoint get visited? At what time?** The platform answers all three — for virtual tours run from the control room, and for physical tours run by guards on the ground. The tour sheet is replaced by an audit trail that builds itself.

VIRTUAL TOURS

Camera-Based Site Walks

Scheduled virtual tours run from the control room. Operator steps through a defined sequence of cameras, observes per checkpoint, ticks off completion. Time-stamped, audit-trailed, auto-escalated if not completed.

- Per-site tour schedules
- Per-checkpoint observation requirements
- Photo capture at key checkpoints
- Notes per checkpoint
- Auto-escalation on missed tour

PHYSICAL TOURS (GUARD APP)

Ground-Truth Verification

Mobile app for guards on the ground. NFC tag, QR code, or GPS check-in at each checkpoint. Time-stamped, photo-evidenced, signed. **Real proof the tour actually ran** — not a tick on a paper sheet at end of shift.

- NFC / QR / GPS checkpoint verification
- Mandatory photo capture
- Off-route detection
- Missed-checkpoint alerts
- Live tour visibility from control room

SCHEDULES & PATTERNS

Configurable, Auditable

Tour schedules built per site — frequency, timing, sequence, randomisation. Audit-friendly: client can ask "show me every tour at site X over the last 30 days" and get a documented answer in seconds.

- Frequency: every X minutes, hours, shifts
- Sequence: fixed or randomised
- Time-conditional schedules
- Site-specific patterns

EXCEPTION HANDLING

Missed Tour, Late Tour, Off-Route

Missed checkpoint? Auto-escalate. Late check-in? Auto-flag. Guard off-route? Visible to control room. The exceptions get caught at the moment they happen, not at end-of-shift reconciliation.

- Real-time exception alerts
- Configurable tolerance windows
- Auto-escalation paths
- Supervisor visibility

INCIDENT MANAGEMENT

Capture at the moment. Not at end of shift.

The single biggest failure of incident management in reactive control rooms is **the gap between event and report**. By the time the report is written, half the detail is forgotten and the video evidence is buried. The platform closes the gap — incident capture happens at the moment of detection, with structured intake, evidence pre-attached, escalation pre-routed.

STRUCTURED INTAKE

The Right Questions, In Order

Every incident type has a defined intake form — what happened, where, when, who responded, what was the outcome. Mandatory fields enforced. **Free-text fields kept to a minimum** — structured data is searchable, free text isn't.

- Per-incident-type intake forms
- Mandatory field enforcement
- Drop-down classifications
- Auto-populated time, location, operator

EVIDENCE PRE-ATTACHED

Video Clips Auto-Bookmarked

The video clip from the moment of the event auto-bookmarked into the incident record. Photos captured during SOP execution attached. Notes timestamped. **The evidence pack assembles itself** — no manual pulling, no buried clips, no missing context.

- Auto video clip bookmarking
- Inline photo capture
- Time-stamped operator notes
- Evidence pack PDF export

SOP-ROUTED ESCALATION

Right Person, First Time

Escalation contacts defined per incident type, per site, per time. Platform routes the escalation automatically, with the incident summary, the evidence link, the SOP step the operator is on. **One click from detection to escalation.**

- Per-site escalation paths
- Time-conditional routing
- SMS / email / call dispatch
- Acknowledgement tracking

REPORTING & TRENDS

Beyond the Single Incident

Every incident becomes a data point. Most common incident types per site. Peak periods. Repeat patterns. **The system that catches one event also catches the trend across hundreds.** Monthly reporting, client-facing dashboards, audit-ready exports.

- Per-site incident analytics
- Trend detection across periods
- Client-facing dashboards
- Audit-ready PDF exports

A layer on top — not a rip-and-replace.

You've already invested in cameras, NVRs, and a VMS. The Swiss Systems Offsite Monitoring Platform is designed to **sit on top of what you already have** — pulling video streams from your existing VMS, applying AI detection, orchestrating SOPs, building the audit trail. No camera changes. No VMS migration. No infrastructure write-off. **Layer, not rip-and-replace.**

Dahua DSS MOST COMMON	**HikCentral** ENTERPRISE	**Provision-ISR** MID-MARKET	**Milestone** OPEN PLATFORM
Genetec ENTERPRISE	**Avigilon** PREMIUM	**NetVR / NVR** DIRECT STREAM	**ONVIF Generic** OPEN STANDARD

CONNECT

VMS-Agnostic Stream Pull

Direct stream pull from any major VMS or NVR. RTSP, ONVIF, vendor-specific APIs all supported. Live streams flow into the AI detection layer without the VMS even noticing — your existing operations continue normally.

→ **No VMS changes required**

DETECT

AI Detection Layer

Detection runs in our infrastructure, not on your cameras or NVRs. No edge AI requirement, no camera replacements, no on-prem GPU spend. Your existing camera estate becomes AI-capable overnight.

→ **Your cameras, smarter**

ORCHESTRATE

SOP & Escalation Layer

Detected events flow into the SOP orchestration layer. Operator sees both the live video (from your existing VMS) and the platform UI (from us) side by side. **Best of both — your existing tools plus our intelligence.**

→ **Your VMS keeps doing its job**

PRESERVE

No Infrastructure Write-Off

The cameras, NVRs, recorders, network equipment you've already paid for — all preserved. Your client base, your existing service contracts, your team's training — all preserved. **Augmentation, not displacement.**

→ **Existing investment respected**

The fastest way to fail a control room migration is to insist on replacing everything. **The fastest way to succeed is to layer the new capability on top of what already works** *— and let the rip-and-replace conversations happen later, on their own merits.*

— THE SWISS SYSTEMS INTEGRATION POSITION

STANDARD ALIGNMENT

Built to the standard. Designed beyond it.

The South African OMS standard for offsite monitoring sets the floor. **Most operations claim alignment, few can prove it under audit.** Swiss Systems is built to the standard from the ground up — and engineered to exceed it in three specific areas where the standard is now showing its age. Compliance becomes a feature, not a checkbox.

✓ STANDARD ALIGNMENT

What the OMS Baseline Requires

- ✓ Documented SOPs per site and incident type
- ✓ Trained controllers on each operational site
- ✓ Documented escalation procedures
- ✓ Tour management with checkpoint verification
- ✓ Incident logging with time-stamps
- ✓ Evidence retention per regulatory requirement
- ✓ Audit trail for events and operator actions
- ✓ Client reporting at agreed intervals

★ BEYOND THE STANDARD

Where Swiss Systems Exceeds

- ★ **AI-driven detection** beyond motion-based alerting
- ★ **SOP enforcement** at the moment of action, not at audit
- ★ **Real-time evidence packaging**, not retrospective assembly
- ★ **Trend analytics** across incidents, sites, operators
- ★ **Client-facing dashboards** beyond monthly PDFs
- ★ **Single audit trail** covering tours, incidents, escalations
- ★ **Per-operator performance visibility**
- ★ **Continuous improvement loop** via incident trend data

Standards exist because the industry needed a floor. **The floor is not the ceiling.** *The platforms that win the next decade of contracts will be the ones that take the standard as the starting point — and engineer well past it.*

— THE SWISS SYSTEMS STANDARD POSITION

HOSTED ON OUR OWN DATA CENTRE

The platform that runs on infrastructure we own.

Most monitoring platforms run on third-party clouds — AWS, Azure, somebody offshore. **When something breaks at 3am, the support phone tree starts.** The Swiss Systems Offsite Monitoring Platform runs in our own South African data centre, on our own infrastructure, supported by our own engineers. **One throat to choke.** Local data residency. Real accountability.

99.9%
UPTIME SLA
Contractual uptime commitment for the platform

100 kVA
REDUNDANT POWER
Inverter-backed, generator-supported, load-shedding-proof

10 Gbps
REDUNDANT FIBRE
Tiered failover routes, no single fibre dependency

SA.DC
DATA RESIDENCY
Local data, local support, local accountability

BUILD

We Built the Platform

Bespoke software, written in-house by Swiss Systems engineers. No white-label, no licensed-from-overseas, no "we resell their product". The roadmap, the bug fixes, the feature requests — all under one roof, controlled by us, accountable to you.

→ Single accountable team

HOST

We Host the Platform

Same data centre that hosts 20,000+ cameras of customer VMS workloads. Same redundant power, same redundant fibre, same engineered cooling. **Production-tested infrastructure** — not a sales claim, a daily operational reality.

→ Infrastructure already proven at scale

RUN

We Run the Platform

Same engineers who built it monitor it 24/7. When you raise a ticket, you don't queue with general support — you reach the team that knows the platform end-to-end. **No vendor handover, no offshore escalation, no buck-passing.**

→ Same team, build to run

WHAT THIS CHANGES

Less training. Better outcomes. Higher retention.

The structural shift from operator-driven to platform-driven monitoring isn't a feature change — it's an **operating model change**. The role of the controller changes. The role of the supervisor changes. The economics of the entire control room change. Three roles, three reframes, three sets of better outcomes.

The Controller

DECISION-MAKER, NOT WATCHER

Stops being the detection layer. Starts being the response layer. **Cognitive load drops, decision quality rises.** New controllers productive in days, not months. Job satisfaction goes up because the work is meaningful — not just staring at screens.

The Supervisor

COACH, NOT CATCHER

Stops being the SOP enforcer. Starts being the trend-spotter. **The platform catches the operator who skipped a step** — automatically. The supervisor's time is freed for coaching, client engagement, and continuous improvement.

The Owner / GM

STRATEGIST, NOT FIREFIGHTER

Stops worrying about whether SOPs are being followed. Starts worrying about whether SOPs are the right ones. **Real visibility into operations**, real data for client conversations, real evidence in tender responses.

↓ Lower	↑ Higher	↑ Better	↑ Higher
TRAINING COST	DETECTION RATE	AUDIT POSITION	OPERATOR RETENTION

The control room of 2010 was a room full of screens and a person trying to watch them all. **The control room of 2025 is a platform doing the watching, with people doing the deciding.** *Same physical space — completely different operating model.*

— THE SWISS SYSTEMS OPERATING MODEL POSITION

We built it. We host it. We support it.

The offsite monitoring market in South Africa has a dozen platforms — most of them resold from overseas, most of them generic, most of them assuming you'll do the integration work yourself. **We built our platform from the ground up**, in South Africa, for the South African operating reality. Same team builds, hosts, supports — and accepts single accountability for the whole thing.

01

We Built the Platform

Not a white-label. Not a reseller licence. Bespoke software, written by Swiss Systems engineers, owned by Swiss Systems. Roadmap, bug fixes, feature requests — all under one roof. **Our flagship — and we treat it like one.**

→ **Single accountable team**

02

Built for SA, Not Adapted

Designed around the South African operating reality — load-shedding, multi-site security companies, the OMS standard, local data residency requirements, local response logistics. **The platform doesn't need to be adapted** — it was built here, for here.

→ **Local design, not localised import**

03

Layer, Not Rip-And-Replace

Works with your existing cameras, NVRs, and VMS. No infrastructure write-off. No camera changes. No VMS migration. **Augmentation, not displacement** — the fastest path to real value from a deployment.

→ **Existing investment preserved**

04

AI & SOP Together

AI without SOP orchestration is just better alerts. SOP without AI is paper in disguise. **The combination** — detection plus enforcement — is what changes the operating model. Most platforms have one. We have both, integrated.

→ **The combination, not the components**

05

Hosted In Our Data Centre

99.9% uptime SLA. 100 kVA redundant power. 10 Gbps redundant fibre. Same data centre running 20,000+ cameras of customer VMS workload. **Production-tested infrastructure** — not a sales claim.

→ **Infrastructure proven at scale**

06

Whole-Stack Partner

Offsite monitoring sits alongside our data centre, private cloud, VOIP, networking, M365, custom development, and managed IT services. **One accountable partner for everything technology-related** — no juggling four vendors.

→ **Single accountable partner**

READY WHEN YOU ARE

Book a free control room assessment.

Half a day with a senior solutions engineer. We'll walk your control room, audit your current operating model, identify the structural gaps, and hand you a written assessment — including specific recommendations and a deployment outline. **Yours to keep, regardless of whether we end up working together.**

01

Walk Your Operation

A real conversation about how your control room runs today — operators, SOPs, tours, incidents, audit position. No assumptions, no upselling.

02

Find the Structural Gaps

Where reactive monitoring is costing you. Where SOPs aren't being enforced. Where audit exposure is sitting. Documented, prioritised, yours to keep.

03

Sketch the Deployment

If we work together, what would the rollout look like? Timeline, integration points, training needs, expected outcomes. Realistic, not rose-tinted.

TALK TO US

010 006 0666

ONLINE

www.swisssystems.co.za

ASSESSMENT

Booked within 5 working days

Swiss Systems South Africa

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