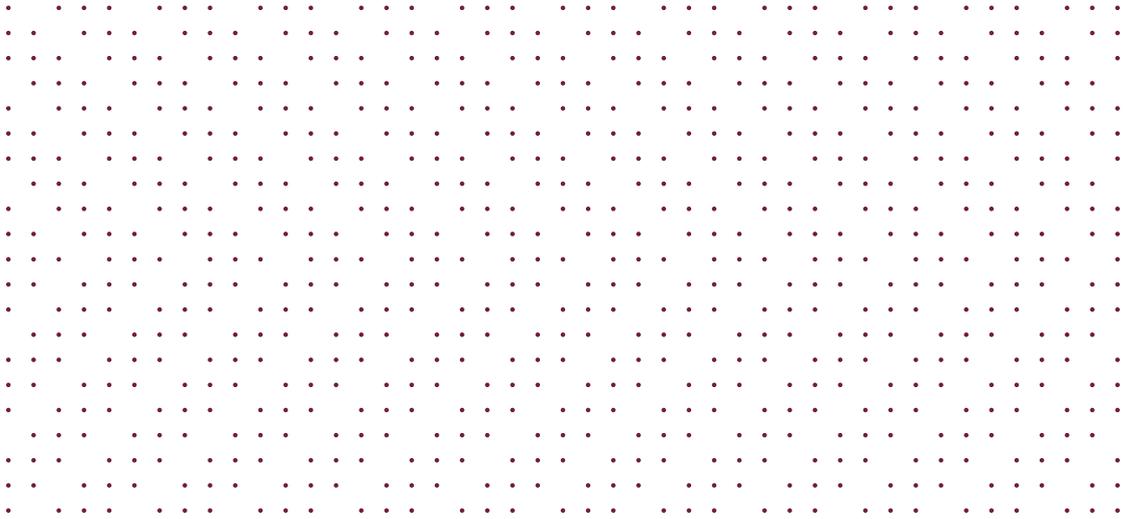




Collaborative decision management system



Genetec Mission Control™ will empower your organization to achieve operational, security, and compliance objectives through intelligent incident management and collaborative decision-making.

# Key benefits



## Complete situational intelligence

When operators lack focus, mistakes can occur. By combining incident filters, response procedures, and real-time updates, we provide the context that enables a clear course of action.



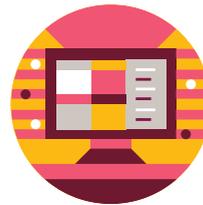
## Proactive operational planning

Without a comprehensive strategy in place, unexpected events can disrupt your operations. Our role-based incident response planning and maintenance scheduling allow you to anticipate for any contingency and proactively assign resources.



## Collaboration across silos

Whether you are managing camera maintenance or an emergency evacuation, multiple teams can share tasks and updates on the same incident to ensure a coordinated resolution.



## Intuitive user interface

Integrated systems tend to reveal the complexity of their underlying architecture through their interface. With Mission Control's unified approach, the user experience is intuitive and consistent.



## Comprehensive auditing

Whether operating in a regulated industry or in compliance with corporate policies, we provide system activity logs and a complete suite of reports for full transparency during audits and investigations.



## Increased staff efficiency

Routine tasks and false alarms can be disruptive. Allow your staff to contribute to more complex assignments and improve your operational efficiency with automated workflows.

# Make sense of complex situations

Security professionals face a daily challenge: managing a wide array of alerts and notifications that compete for your attention and resources. You must continue to monitor the safety of people and assets entrusted to your care while scanning for security threats. In a busy operations center, identifying priorities can be challenging as you attend to daily tasks, ad-hoc requests, and routine maintenance that demand coordination between departments and stakeholders.

Genetec Mission Control is a collaborative decision management system that provides complete

oversight across all systems, devices and sensors. Offered as a unified solution with the Genetec Security Center platform, Mission Control does more than just notify operators when there is an alarm.

Starting with the consolidation of all device and sensor inputs, individual alarms are correlated into incidents and assigned priorities. Combined with guided procedures, visual tracking, and collaboration capabilities, Mission Control offers a common operating picture in organizations where reliability and rapid response times are critical.

## Rules engine

Leverage automated policy and event correlation analysis. Incidents are triggered based on predefined rules.

## Map-driven visualization

Track incidents through geolocation and dynamic map-based views to manage events as they unfold.

## Automation

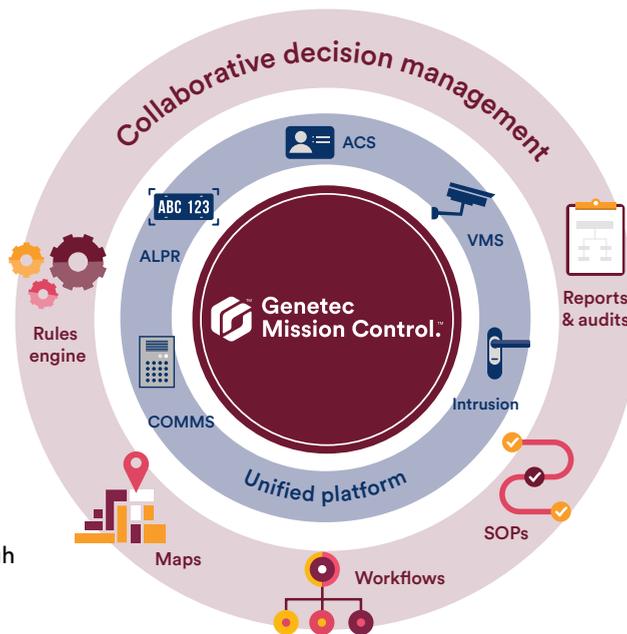
Manage the complete incident lifecycle with system-defined actions based on complex triggers that automate responses and reduce operator overhead.

## Reporting

Capture important evidence, track incident response performance, and provide comprehensive audit logs.

## Standard Operating Procedures (SOP)

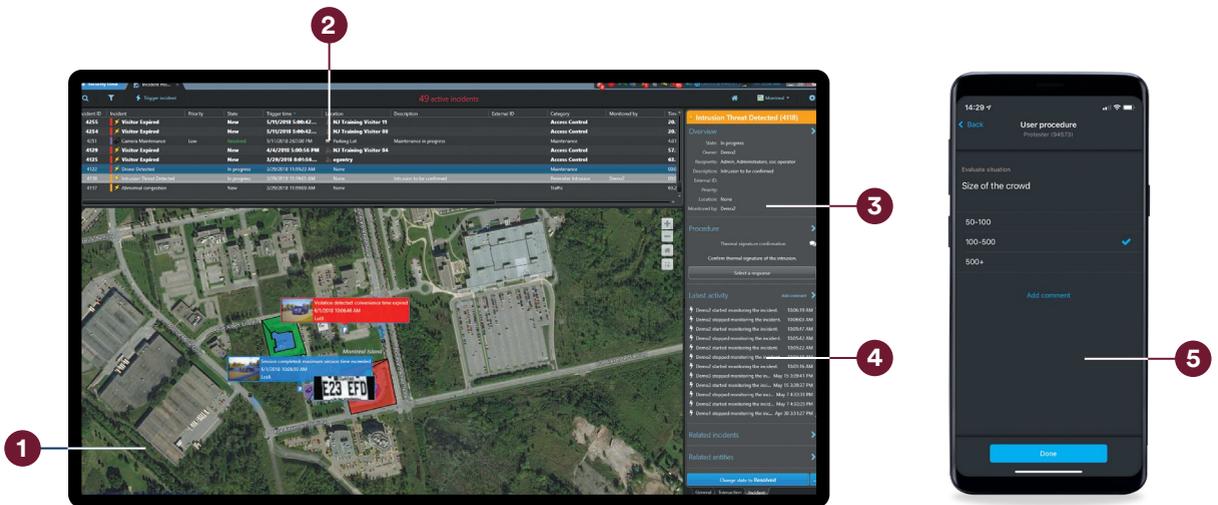
Equip your staff with pre-defined dynamic SOPs that guide their actions and ensure policy compliance.



# Situational intelligence simplified

The Mission Control user experience empowers the operator, providing clarity and focus. The collaborative system eliminates uncertainty, using standard operating procedures and response policies to process high-priority events.

Situational awareness is created through dynamic map views, contextual details, and real-time status updates. The Mission Control interface provides all the relevant data for planning and incident response on a single screen or multiple displays, depending on the operator's preference.



**1 Enhanced awareness**  
Quickly identify incident location, nearby devices, and officers to swiftly organize response, all from a single interface.

**2 Prioritized incident list**  
Operators can customize their view by sorting and grouping incidents based on priority and other criteria.

**3 Guided response**  
Manage every incident from creation to resolution. Delegate sub-incidents and collaborate efficiently across departments.

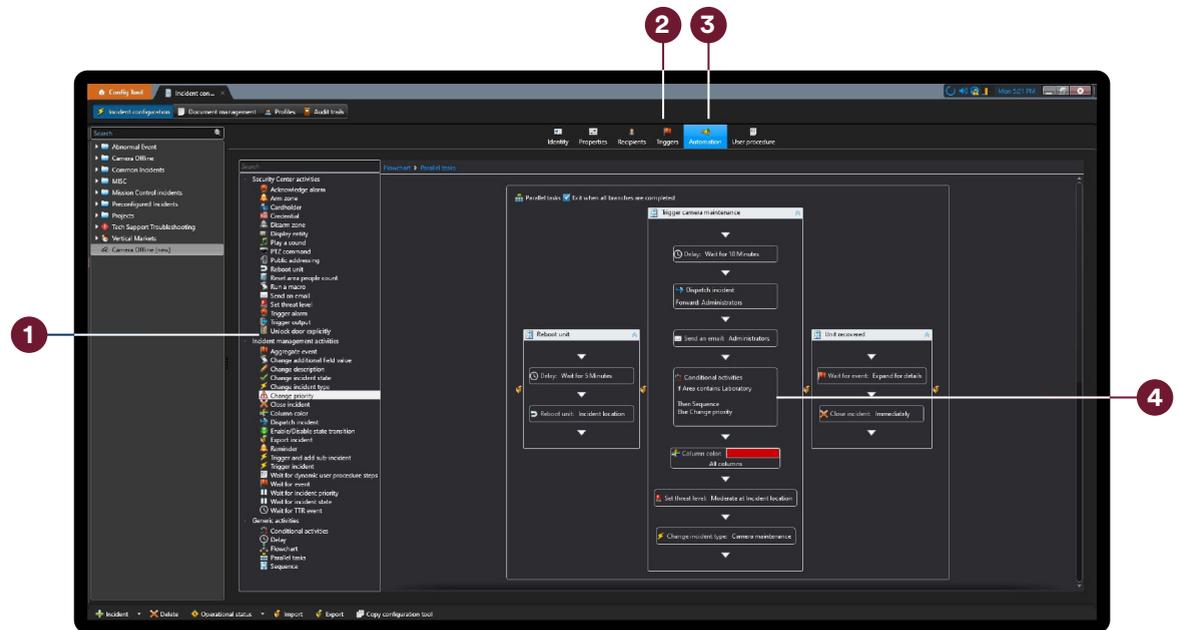
**4 Real-time updates**  
The interactive display provides a live update for each incident status while it's being resolved.

**5 Collaborate from anywhere**  
Notify your team of incidents detected in the field and contribute to a coordinated response with the unified Genetec Mobile app.

# Automate your security

With thousands of events competing for attention every day, manually reviewing each situation is impossible. The rules engine of Mission Control helps you separate real threats from false alarms. It qualifies events and classifies them into incidents, letting your team focus on situations that actually require their attention.

Mission Control can even automate responses to routine situations, such as equipment maintenance and employee screenings, without involving security operators. Its intuitive drag-and-drop interface means you can easily create and expand workflows to adapt to new situations, with no custom development required.



## 1 Intuitive interface

Simply drag and drop events and actions to build powerful automations in seconds, no custom development is needed.

## 2 Unified data

Tap events from your entire security environment to validate incidents and define the best response.

## 3 Support operators

Take automatic actions based on the operator's response, freeing them to focus on the incident at hand.

## 4 Advanced rules

From timer and conditional logic to parallel tasks, Mission Control gives you the tools to design sophisticated rules and adapt response to specific situations.

# Mission Control key features

## Unified with Genetec Security Center

Every device in the Security Center platform is natively supported: ACS, VMS, ALPR, and communications capabilities are included without the need for 3rd-party system integration.

## Automation engine

This module drives all the actions performed by the system during an incident lifecycle. Changes triggered by the workflow include incident status changes, creation of sub-incidents, and sending messages.

## Dynamic SOPs

Combining procedural instructions with a decision matrix, dynamic standard operating procedures consider operator input to adapt incident responses within context.

## Response & resolution enforcement

Measure and enforce incident response performance with a visible countdown timer, alerts to supervisors, and post-incident detailed reports.

## Visual reporting

Presents incident and trending reports in chart formats to facilitate investigations and in discovering incident patterns that may indicate areas of improvement.

## Data collection & ingestion

Data from thousands of available plugins and supported devices is captured and ingested, creating a comprehensive database of alarms and signals to provide contextual data for situational analysis.

## Rules engine

At the heart of Mission Control is this highly-scalable module that constantly monitors thousands of events and alarms, using correlation rules to match conditions corresponding to incidents that require attention.

## Incident management

Operators benefit from context-aware instructions, with underlying workflow automation, as well as role-based privileges, incident delegation, supervisory oversight, and performance-related status monitoring.

## Advanced incident visualization

The GIS map display provides location-based intelligence through embedded cameras and security devices, multiple screen layouts, and map-based incident reports.

## High availability

Count on the availability of your incident history and configuration data with built-in failover and redundancy to protect your incident history, documented procedures, incident triggers and workflow configuration.

# Comprehensive feature list

## Architecture

Unified data ingestion - data correlation across all Genetec™ products

Rules engine that processes event correlation, aggregation, and incident logic

Built-in failover for all Genetec Mission Control™ components

Software Development Kit (SDK) for third-party application interfaces

RESTful Web Services API

## Incident configuration

Customizable incident type, icon, and color code

Native support for all Security Center events, including third-party integrations

Qualify incidents based on pre-defined series of events

Manual, scheduled, and trigger-based incidents

Dynamic assignment based on schedule, profile, area, and users

## Monitoring & response

View active incidents as a list or on dynamic maps

On-screen guided response based on standard operating procedures (SOP)

Attach files, video, snapshots, and comments to SOP

Response and resolution time management

Trigger incident directly from camera tile/view or at map location

## Reporting & auditing

Generate reports using filters (Incident ID, type, state, location, priority, incident trigger time, owner, description)

Export single incident report (XML, PDF, or HTML)

Export aggregated incident event video

Generate audit trails based on incident type, user, and period

Leverage location-based incident analytics on map-based reports

Generate graphical reports (formats: line, column, row, doughnut, and pie chart)

Performance reports (includes response and resolution times)

Generate live reports (ongoing incidents)

## Automation

Aggregation of multiple events

Support for timers, conditional logic, and parallel tasks

Send alerts (email, SMS, other)

Automatically trigger public addressing (via Sipelia™ compatible devices)

Arm or disarm zones

Set threat levels

Trigger outputs to activate external equipment

Unlock doors

Reboot units

Activate or deactivate cardholders and credentials

## Mobility

View and manage active incidents

Support for standard and dynamic standard operating procedures

Trigger manual incidents based on device or entity location

# Ready to get started?

Mission Control makes it easy to add incident classification, system automation, and response guidance to your security system. Licensing is based on the size of your team, with every feature included. The only choice you need to make is between perpetual or subscription licensing, and licenses work across all clients, including the Genetec Mobile app.

Ready to get started?

Visit [genetec.com/mission-control](https://www.genetec.com/mission-control)

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