



# HikCentral ReGuard

24/7 Video Alarm Monitoring Solution  
has finally arrived.



**HIKVISION**<sup>®</sup>



# WHAT IS HIKCENTRAL ReGuard?

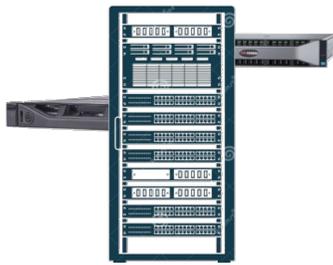
HikCentral ReGuard is designed for a Managed Video Monitoring Centre, as well as traditional Alarm Receiving Centers.

HikCentral ReGuard is designed to allow a professional monitoring centres to be more effective with their physical system, reduce manpower, optimize alarm processing and increase response efficiency.

The system is designed based on a dedicated Managed Monitoring Centre application combined with general-purpose Video Management Software that intends to make security personnel expand their vision and attentiveness of all incoming alarms.

**HIKVISION**

# SYSTEM TOPOLOGY



## HikCentral ReGuard Server

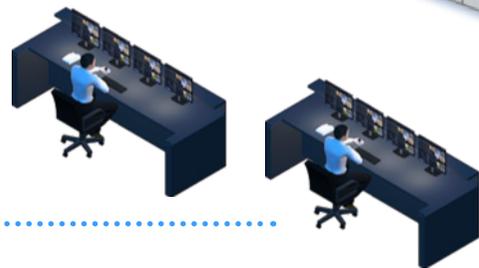
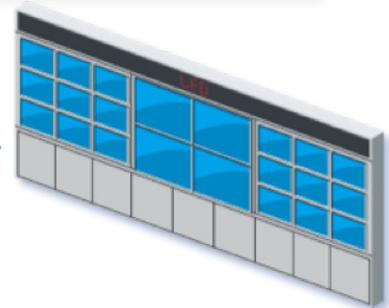
HikCentral ReGuard server is designed to federate multiple servers. It supports up to 100,000 channels.

It offers a central management of alarm sources, sites, users and roles, alarm distribution rules as well as the SOPs (Standard Operating Procedure), phone system integrations, etc. It also offers an online teamwork platform to simplify the alarm handling process and speed up the acknowledgement of alarms.



## Video Wall Powered by Decoders

The video wall system is designed to live stream videos from the field protection systems for 24/7 remote monitoring.



## Video Alarm Monitoring Agents

HikCentral ReGuard Control Client (single monitoring workstation) is the major daily operation window for agents. Agents will be able to see all related alarm information at a glance and quickly acknowledge a false alarm.

HikCentral ReGuard also offers a phone system feature to reach site contacts and create/upload incident evidence as soon as possible.

## Remote Site Protection System

A Field Protection System usually consists of several cameras managed by a Network Video Recorder (NVR); it is a standalone system, monitored by the remote HikCentral ReGuard.

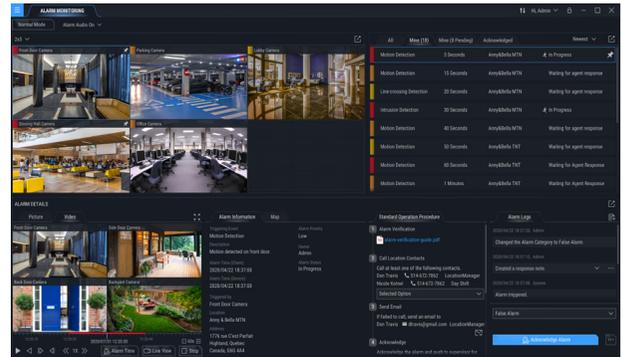


# MODULES & COMPATIBILITY

## Managed Visual Alarms

The HikCentral ReGuard video alarm receiving and handling solution receives video alarms that are triggered by cameras located in remote sites.

The video alarms will show up on the control client for the agents to handle and process. The agents proceed to verify the alarms and follow pre-set standard operation procedures that are built-in the HikCentral ReGuard system.



## Virtual Guard Tour

HikCentral ReGuard video alarm monitoring agents will be prompted to go on virtual guard tours on a pre-set schedule and follow the preconfigured standard operating procedure on the control client.

The videos are fed to the HikCentral ReGuard Video Alarm Monitoring Centre server from the remote site server. HikCentral ReGuard agents will need to follow the steps from the virtual guard tour and take action if necessary.



## COMPATIBLE HIKVISION VMS SYSTEMS & PRODUCTS

Hikvision offers a one-stop shop in terms of software and hardware for your HikCentral ReGuard Video Alarm Monitoring Solution. As the Video Management System (VMS), HikCentral manages the videos and devices, while HikCentral ReGuard acts as the video alarm monitoring centre and handles the alarms.

### Video Surveillance Software



HIKCENTRAL REGUARD



HIK-PROCONNECT



HIKCENTRAL PROFESSIONAL

### Security Hardware



SOLAR CAMERAS



AXPRO



CVR



PTZ CAMERAS



NVR



IP CAMERAS



IP SPEAKER

# KEY ADVANTAGES

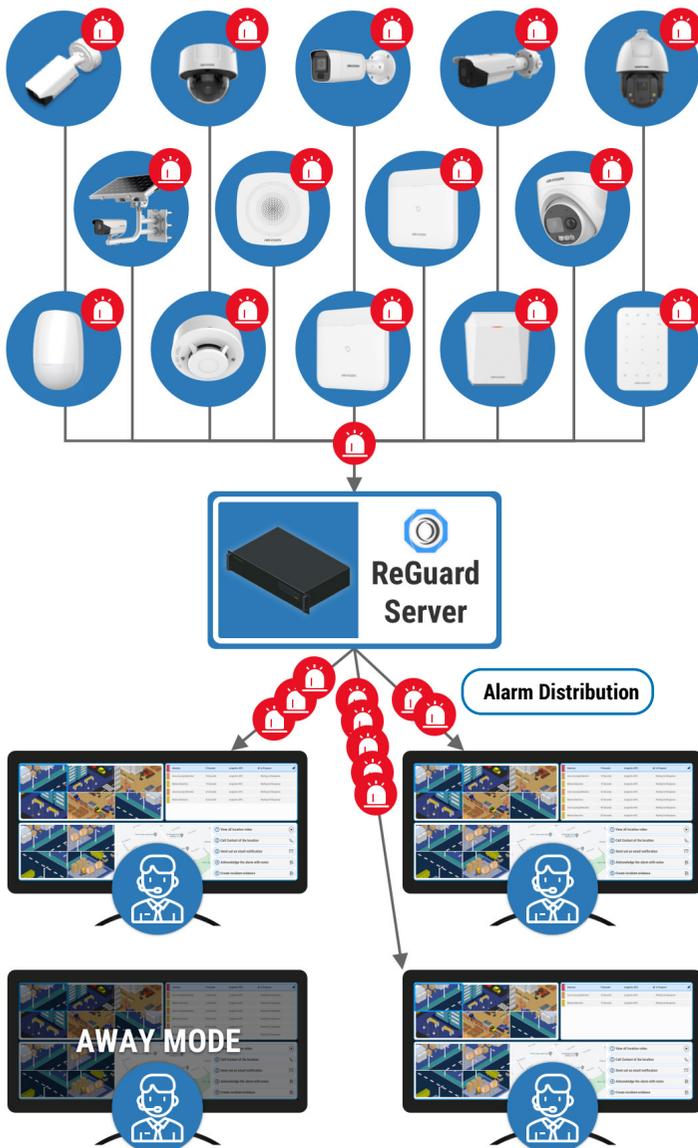
What pain points can *HikCentral ReGuard* resolve in the Video Alarm Monitoring Industry?

## Missed alarms often lead to property damage, theft or even a loss of life.

Within professional monitoring centres, it is important to note that behind every alarm there is a threat of property damage or even of a loss of life. No alarm should be missed. In day-to-day alarm management, each alarm should be assigned to a specific agent instead of waiting to be acknowledged in a traditional video management system. In this scenario, while the alarm is waiting to be processed, the opportunity to prevent property damage or loss of lives may be missed. Save queue time, save lives.

## Reduce your liability by never missing an alarm.

HikCentral ReGuard uses a built-in smart alarm distribution engine, combined with user-defined alarm forwarding rules to ensure that each alarm is distributed to an agent with the shortest queue wait time. In parallel, the wait time of each alarm is monitored in real time by the system. When the preconfigured maximum wait time threshold is triggered, the alarm will be automatically forwarded to other available agents or supervisors for processing.



## HikCentral ReGuard Features

### Alarm Distribution Algorithm

HikCentral ReGuard has a built-in Alarm distribution to all online agents. This algorithm will balance the work load of all online agents and also ensure that any alarms that are not handled within a reasonable amount of time are automatically re-distributed to the next available agent to avoid long queue time.

### Preview Incoming Alarms

Live Video of incoming Alarms allows agents to quickly see the visualized alarm all within Hikvision's Ecosystem. Alarms are also available in List view of all incoming alarms that are not currently handled.

### Away Mode

HikCentral ReGuard supports Away Mode for agents that go on break. The remaining alarms will be distributed to other live agents to ensure no alarm is missed.

# KEY ADVANTAGES

## Difficulty organizing your video alarm monitoring team collaboration?

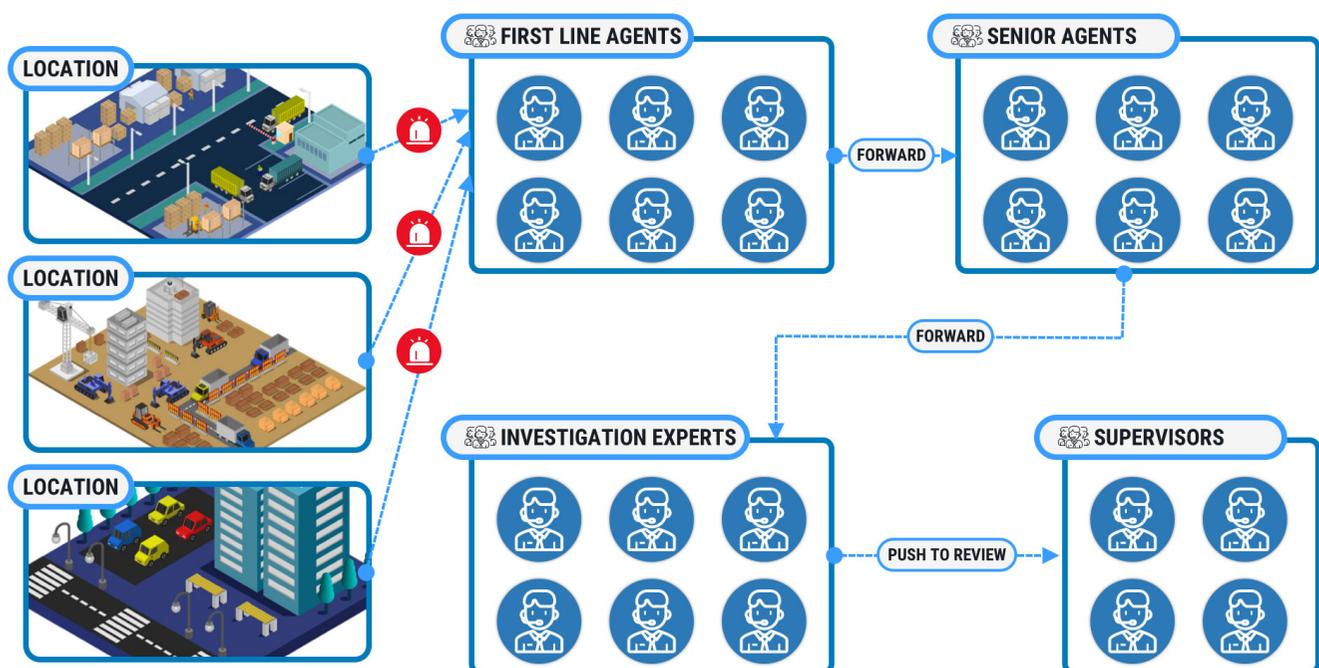
As your video alarm monitoring business expands, it becomes challenging to manage more and more agents. How can you increase efficiency with an increase of personnel? How can a business make team collaboration between agents smoother via an online process versus manually organizing offline?

## Define your business work flow within HikCentral ReGuard.

HikCentral ReGuard is designed based on various video monitoring centre scenarios. ReGuard supports defining multiple roles, or role groups such as Agent, Supervisor, Investigation, 911, etc. within your business. ReGuard also supports agents to forward, share alarms and tasks to support one another.

This method of sharing alarms and tasks encourages agents to pick up tasks from a shared unprocessed list. As an example, junior agents complete the first filtering of reported alarms for a quick review and package evidence for senior agents to review. This allows senior agents to focus on critical suspicious alarms and communicate with the local authorities.

### HikCentral ReGuard Agent Roles & Permissions Feature:



Agent roles and permissions are completely customizable with HikCentral ReGuard. You can base an agent's permission by their expertise, skills, responsibilities etc. Within a particular user group, users can share permissions and responsibilities!

## Often misplace your customers contact information?

While processing several alarms, being in contact with your customer is key for a great user experience. However, when you obtain many clients in your video alarm monitoring business, traditional operating methods can become inadequate.

More specifically, how can an agent quickly find a customer's contact information and get in touch with them when a critical alarm occurs? How can an agent know the specific process for each property? Does your agent waste a lot of time querying the right process or finding a customer's contact information?

## Implement proper process and provide excellent customer service.

HikCentral ReGuard allows for the management of all customers and their properties (sites) available online. It also supports customizable Standard Operating Procedure (SOP), IP phone integration and email function to quickly perform the correct process and contact the correct customer when an alarm is triggered and verified, while being logged by the HikCentral ReGuard system.

### HikCentral ReGuard Features:

#### Standard Operating Procedure (SOP)

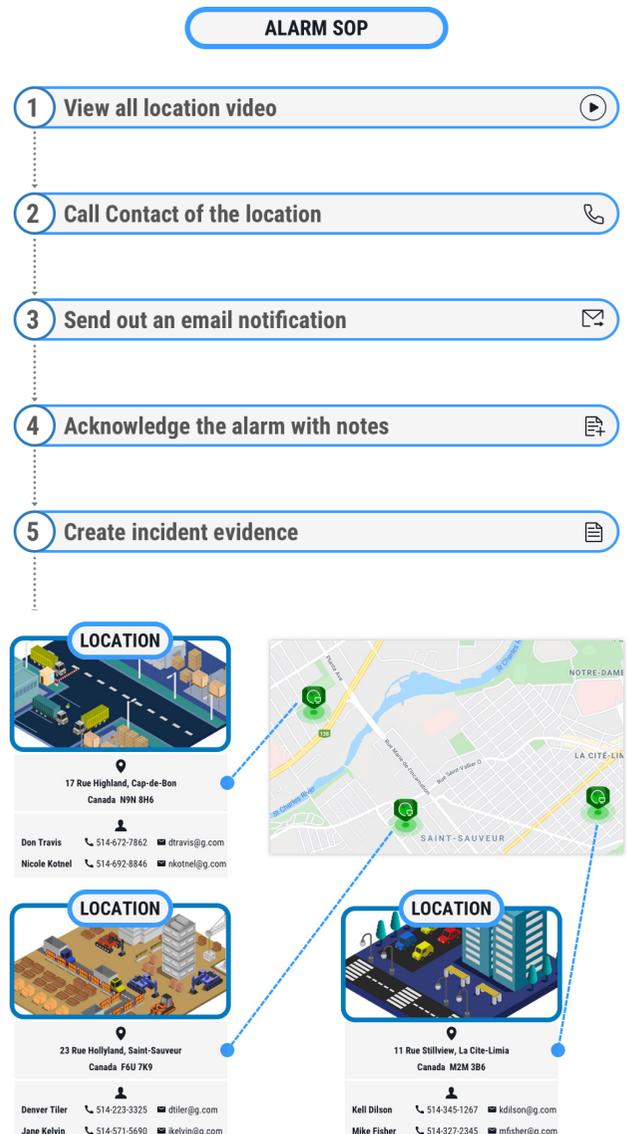
HikCentral ReGuard offers a Standard Operating Procedure (SOP) which is a process determined by the Alarm Monitoring Company Admin using HikCentral ReGuard that the agent must follow when an alarm is verified.

- Fully customizable and configurable actions to be taken by the Agent and which order
- Call users via embedded IP Phone System
- Send Emails to customers

#### Customizable Location Management

Agents of HikCentral ReGuard can fully input the details of a site for quick management.

- Supports Google and GIS Maps for visualization of the property
- Supports Address & Contact information of the property



# KEY ADVANTAGES



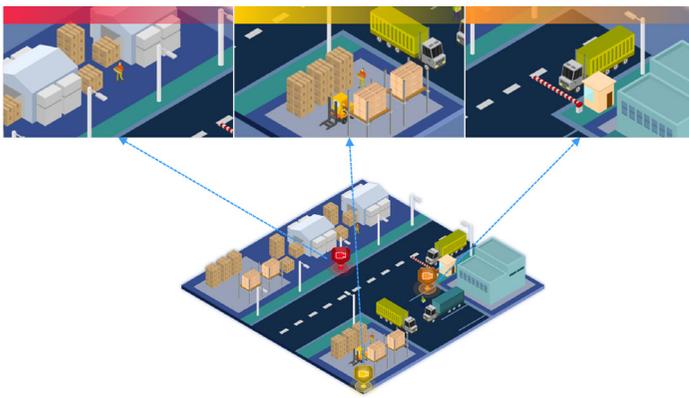
## Lack of alerted security agents.

Traditional video surveillance centres consume a lot of resources to monitor cameras in real time 24/7. Between the limited screen display, network bandwidth, agents, and the ever-increasing number of cameras, the increase of supply and demand has become troublesome. Also, monitoring a large number of invalid videos and alarms can make the agent tired and potentially not alert when a real event occurs.



## Optimize your monitoring centre & formulate security strategies.

HikCentral ReGuard provides visual alarm-related video pop-up management, to ensure that each video pop-up window is clearly associated with the alarm list. The operators of the monitoring centre can make full use of HikCentral ReGuard's historical true alarm "criminal time period" analysis to view previous alarms and provide extra security at a site if a consistent critical alarm occurs at the same site at regular time intervals.



## HikCentral ReGuard Features

### Visualize Pop-Up Alarms

HikCentral ReGuard agents will receive configured pop-up alarms based on the severity of the alarm and will be able to perform several actions based on that alarm. The feature allows:

- Configuration on the severity of the alarm (normal, threat, critical)
- Once alarm is prompted to the agent, agent has the choice of acknowledge, process, share, package evidence, forward etc.

Alarm Type	Time	Location	Device	Status	Action
Intrusion	2021/10/22 18:37:08	Front Door	4Logistics MTL	Real Alarm	Acknowledged
Line-crossing Detection	2021/10/22 17:37:07	Front Entrance C1	4Logistics MTL	Real Alarm	Acknowledged
Motion Detection	2021/10/22 16:37:06	Front Entrance C2	4Logistics MTL	Real Alarm	Acknowledged
Line-crossing Detection	2021/10/22 15:37:05	Main Entrance L	4Logistics MTL	Real Alarm	Acknowledged
Motion Detection	2021/10/22 14:37:04	Main Entrance R	4Logistics MTL	Real Alarm	Acknowledged
Line-crossing Detection	2021/10/22 13:37:03	Parking lot entrance 1	4Logistics MTL	Real Alarm	Acknowledged
Motion Detection	2021/10/22 12:37:02	Parking lot entrance 2	4Logistics MTL	Real Alarm	Acknowledged

### Historical True Alarm Search

HikCentral ReGuard offers a vast and powerful historical alarm search. Agents can search by event, time, device etc.

This feature will allow agents to go over a property owner's specific patrol and concern requirements for property management, combined with SOP guidance and specifications, and formulate active, specific, online virtual guard tasks.

Event	Time
Alarm Created	2021/10/22 18:37:08
Kevin changed alarm category	2021/10/22 18:37:23
Kevin made a call	2021/10/22 18:37:32
Kevin leave a note	2021/10/22 18:38:02
Kevin acknowledged alarm	2021/10/22 18:38:16

## ❌ Mishandling of evidence.

When there is a suspicious alarm, how can an agent quickly organize the relevant information and share or archive the evidence? It is not often easy to package the alarm and it is likely to miss key information upon transferring.

In addition, protecting sensitive information while processing and transmitting it to the local police, private security firms, or end users is also very important. You certainly don't want a video clip of a user's property to be leaked. This leads to unnecessary legal disputes.

## ✅ Powerful evidence management to communicate to your customers or police.

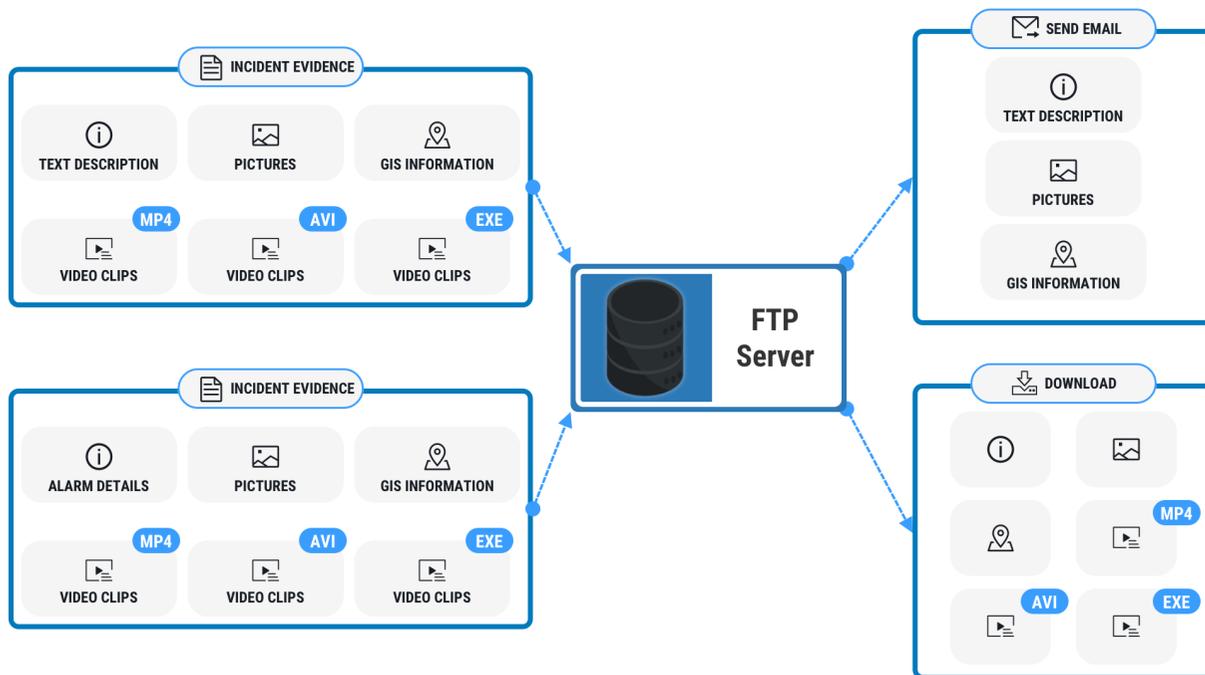
HikCentral ReGuard provides powerful evidence management functions, which facilitate the agent to package all relevant information alarms with one click, including video recording, screenshots, alarm details, user and property information, geographic location, all processing records of the agent, etc.

### HikCentral ReGuard Evidence Management Features:

ReGuard fully supports packaging and sending evidence in its Evidence Management Module.

The module supports:

- Built-in Email capabilities
- Send Evidence over FTP or off-site Storage
- Can be converted into video Clips into .AVI or MP4
- Can also be converted into .EXE Video Player to ensure no tampering of video has occurred.



# KEY ADVANTAGES

## ● High labour costs on site visits.

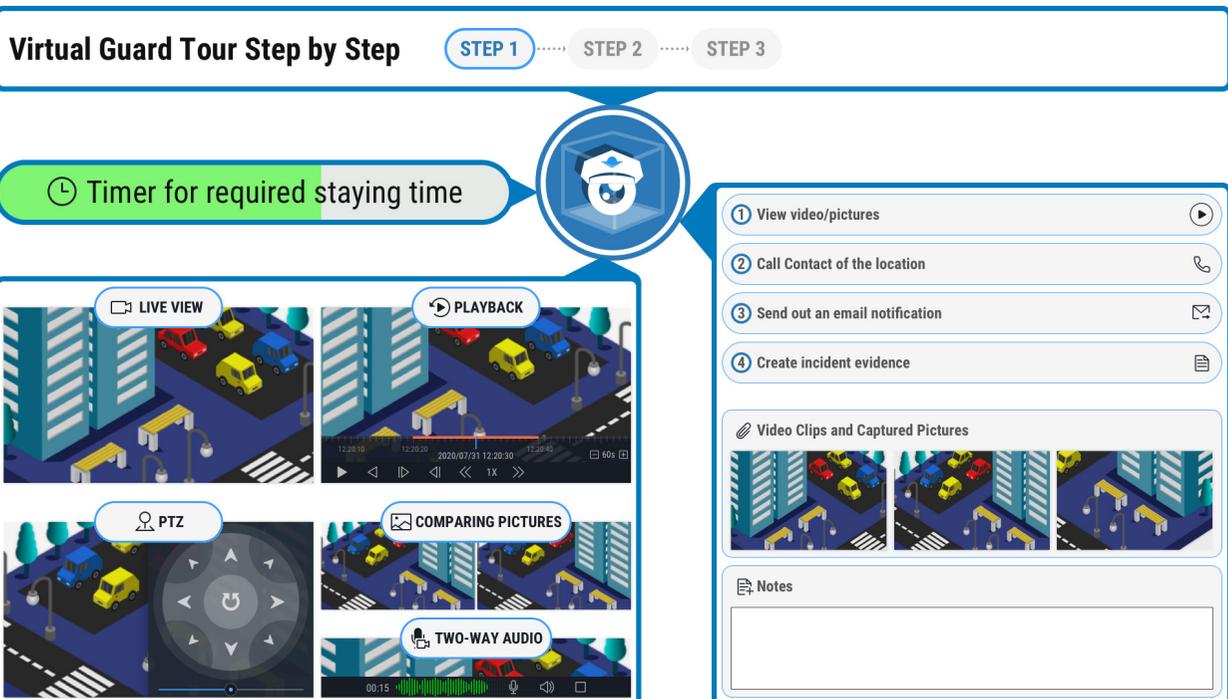
Often surveillance companies need someone to do a physical tour when an alarm is triggered. It can be a huge cost to send people to a site for a false alarm, especially when resources are limited.

## ✔ Remotely patrol your properties and reduce manpower.

Instead of sending a physical agent to tour a building, you can configure Virtual Guard tours to look at your site and ensure the safety of the building. Agents can perform multiple Virtual Guard tours upon configuration, making time and distance between sites irrelevant.

## HikCentral ReGuard Virtual Guard Features

- Configure the exact patrol steps to be taken when a patrol begins
- Configure time, place and camera views of patrol
- Agents can patrol multiple sites at a given time to reduce the manpower
- Verify alarms remotely or flag suspicious activity





#### **TECHNICAL SUPPORT**

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