



Managed Video Surveillance

Auto-ticketing



Minimise business interruption with automated monitoring and service tickets

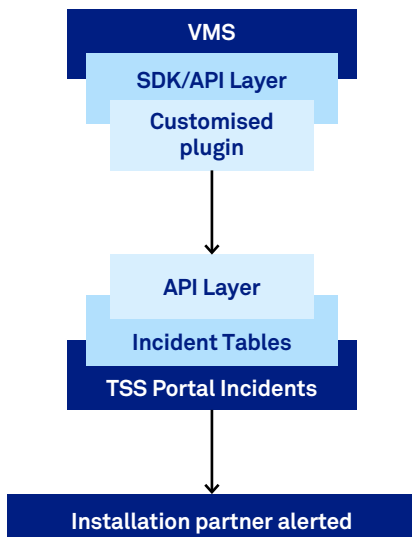
When the security of your premises, and analytics intelligence depends on your surveillance system, service interruptions can cause considerable impact to your business. Service interruptions can be the result of a number of different causes, and identifying an issue and logging a service ticket can be a manual and time-consuming process. Managed Video Surveillance by Telstra's auto-ticketing system can help minimise interruptions to your surveillance by proactively identifying interruptions and automatically logging service tickets.

How it works

Telstra's Managed Video Surveillance's auto-ticketing system proactively monitors your electronic security equipment including cameras, hard drives and servers for any interruptions. Once an interruption is detected, the system automatically sends an alert to the Telstra Security Services (TSS) portal for attention.

Customised alarms are pushed from the Video Management system to the TSS portal which generates a service ticket for the specific equipment experiencing an interruption and places it into a queue to be resolved. Once assigned to the appropriate queue, the relevant installation partner is notified to resolve the interruption.

While all urgent interruptions are auto-ticketed, users can still raise a ticket manually through the portal for any further maintenance needs.



Customised alarms are pushed from the Video Management system to the customised alert plugin, into the API layer which loads the data into the relevant table, generating the required incident and alerting the relevant installation partner.

Features

Auto-generated service tickets

Proactive monitoring means service tickets are generated automatically ensuring any interruptions are resolved efficiently.

Centralised dashboard with a system health snapshot

The centralised dashboard provides access to the details and status of your cameras, hard drives, and servers, so you have a health snapshot of your surveillance at your fingertips.

Easy integration

The Managed Video Surveillance auto-ticketing system is a comprehensive, automated solution which can be integrated with other security features like people counting, heat mapping, and facial recognition to improve the overall security of your premises.

Benefits

Telstra's Managed Video Surveillance auto-ticketing system provides organisations with an easy-to-use dashboard, providing a health status of your surveillance so you can focus on what matters to your business.

Transparency

Details of an interruption are recorded in the dashboard and made available for you to monitor as it is resolved. Service provider governance is also improved with increased transparency of the services completed by Telstra and our installation partners.

Improved user experience

Continuous monitoring of video feeds for interruptions, quick resolution in case of incidents, and a centralised, user-friendly system health dashboard delivers an improved incident resolution experience.

Easy installation

Installation of the system is an easy and simple integration to your compatible video management systems.

Contact your Telstra account representative for more details.

Australia ☎ 1300 telstra (1300 835 787) 🌐 telstra.com/videosurveillance

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