



PRESS RELEASE

SureView Systems Introduces Central Station Training Program for its Video and Security Event Management Software

Tampa, Fla. (March 16, 2015) — SureView Systems, a global provider of video and security event management software, announced today the new Immix® Central Station Training Program. This program is designed to help teach valued SureView partners and their employees best practices on using the robust functionality of the Immix platform.

As the first fully Web-based interactive certificate training program of its kind for video and security event management software, the SureView program covers all of the functionality of the system from beginning to end for each person that has a role utilizing the platform. This especially helps system operators understand the power and diversity of the platform so that trainees learn the system in its entirety and are able to provide an even higher level of security and incident response. This also empowers them to be able to identify additional functionality that can benefit their clients in the future as their needs grow and change.

The training program contains a total of 40 courses, each 15 to 20 minutes in length. The course catalogue is designed based on each user's role on the system – for example, event management agents will only be given the courses that are relevant to their role, while a system administrator must complete all of the courses to complete the system certification. Upon successful completion of the courses, and following a knowledge test on the subject matter, each trainee is awarded with certification.

“As a commitment to our partners, we have invested in a comprehensive online training and education program to help support their ability to service their customers and grow their business,” said Chris Brown, Director of Central Stations, SureView Systems. “With this new certification program, our partners and their employees walk away knowing the system in its entirety, which means they might find a functionality that they didn't know existed before and that can lead to new services and additional RMR for the client. The certification program creates confidence that new and existing services will be managed to the very highest standards of operational excellence delivering consistency and professionalism, which in turn creates end user customer satisfaction and business development.”

The training program also begins with a “101” training, which outlines the basics for those employees who may be new to the video and security event management security industry. For example, the tutorial includes an introduction to terms and definitions only used in this specialized vertical to rapidly educate a trainee on how to use the system, as well as why the system is utilized. This ensures that once the Immix CS software is introduced, they’re familiar with how it is used and why it is valuable to the client they service.

“Our customers are delivering an ever growing and increasingly sophisticated suite of end user services from simple video verification through full remote guard replacement operations,” Brown said. “We owe it to our partners to give them a tool that not only educates them and their staff, but also gives them the ability to measure the training they’re conducting to ensure its effectiveness.”

Immix Central Station is an advanced software platform developed specifically for commercial central stations offering a them a tool that allows them to effectively deliver a full suite of services from video verification to complex interactive video monitoring, as well as other event management services. Immix integrates with more than 500 security and alert devices, allowing a central station to bring together different types of systems and managed devices into a single, easy-to-use operator interface, simplifying the process for handling alert and alarm events. With a robust mobile application and an ever-increasing list of product integrations, Immix CS has become the go-to platform for effectively running event-driven central stations around the globe.

Additional Resources

[About Immix® CS](#)

About SureView Systems

SureView Systems is an industry-leading provider of command-and-control software for enterprise and central station environments. Its flagship solution, SureView Immix® is a comprehensive cloud-based software platform designed to integrate with multiple sensors, systems and devices to provide organizations with a comprehensive view of security profiles, risk management and business operations from a single, intuitive user interface. Immix is deployed successfully in a wide variety of environments including the central station, transportation, education and enterprise markets. SureView supports the largest integration library in the industry, enabling ease of deployment and system administration for a wide variety of organizations across the globe. For more information, visit <http://www.sureviewsystems.com>.

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