GETTING THE RIGHT INSIGHTS TO THE RIGHT PEOPLE AT THE RIGHT TIME

SITUATION MANAGEMENT SOLUTION

NICE Situator, the leading Situation Management solution, integrates and correlates information in real time from multiple and diverse systems across the enterprise. At the same time, it coordinates the most effective responses, ensuring that everyone in the operational chain knows what is happening, where it’s happening and how to respond.

NICE Situator provides the tools necessary to address every aspect of the control room management lifecycle.

UNIFIED MANAGEMENT, CENTRALIZED CONTROL

Growing expectations for continuously improving, cost-effective operations have dramatically increased the scope of new technologies and information in the control room. Now, along with the pressures of managing safety, security, and operations, personnel must also oversee multiple systems while complying with expanding regulations and policies.

NICE Situator effectively addresses these challenges by merging all of your cameras, sensors, communication systems, data sources and operating procedures into a single unified platform. It is able to identify potential — or unfolding — situations by intelligently connecting the dots between seemingly unrelated events.

Furthermore, NICE Situator enforces processes, automates specific tasks and complex workflows, and intelligently adapts them as an event unfolds to reduce the risk of human error. This ensures that the right action is taken at the right time by empowering organizations and their personnel to make effective and informed decisions.

The ability to identify unfolding events, manage them effectively and mitigate their risk can potentially saves lives and cost, while ensuring business continuity. For commercial, critical infrastructure and Homeland Security markets, NICE Situator sets the pace for the future of Situation Management and establishes the foundation for your operations.

Response time improves by 75%

NICE Situator’s ability to optimize the security control room management allowed a major US electric utility company to improve their incident response time by 75%. Having detection, verification, automated response and workflows in place for real-time action dramatically reduced their safety, security and operational risks.

Corporate complex reduces drain on manpower

Almost 2,000 weekly ‘gate access denied’ alerts consumed the time and resources of security personnel at a large corporate complex. NICE Situator made instant verification of these alerts possible, and reduced them by 75%, allowing personnel to focus on essential activities.

Situator customer saves $1.4M annually in labor costs

NICE Situator’s ability to effectively monitor remote facilities 24/7, allowed one customer to save $1.4M in labor costs by consolidating the management of those remote locations. Not only did the customer gain a huge savings, the actual monitoring of all locations substantially improved.

From 14 to 250 sites without increasing personnel

With NICE Situator, a large US-based utility company went from managing 14 sites to 250, all without increasing headcount. Through capabilities such as the automation of tasks, integration of systems, and remote viewing and verification, NICE Situator allowed the organization to expand and improve, while using the same resources.
SOLUTION HIGHLIGHTS

FASTER, MORE EFFICIENT RESPONSE

NICE Situator correlates all of your incoming data and analyzes an unfolding event for immediate Situational Awareness. By automatically presenting all relevant information, procedures and workflows, a consistent, pre-defined response is always followed mitigating the risk of human error, while enabling optimal Situation Management no matter who is sitting in the control room.

FUTURE PROOF, WITH PAST INVESTMENT PROTECTION

You’ve already invested heavily in your existing technology, making rip-and-replace costs a real barrier to improved operations. As an open, overlay solution, NICE Situator protects past investments and even boosts their functionality. At the same time, it is future-ready for new technologies, providing the platform to continuously improve operations.

ENSURE AND SUSTAIN COMPLIANCE

In an increasingly regulated environment, non-compliance is not only costly but it can increase risk. Through automated workflows and reporting, NICE Situator ensures that policies and procedures are followed uniformly, helping organizations sustain compliance at any given time.

EXTENSIVE REPORTING AND DEBRIEFING CAPABILITIES

Crucial to compliance, debriefing, investigation and prosecutorial actions, reporting is also extremely time-consuming and damaging when done inaccurately. NICE Situator’s automated and customizable reporting capabilities save time and cost, in addition to providing accurate and complete accounts of every action taken related to an incident.

VISUALIZING THE SITUATION EFFECTIVELY

NICE Situator presents a Common Operating Picture with real-time alerts and information from all integrated systems in an intuitive multi-layered Geographical Information System (GIS)-based display. With the relevant GIS information layers (any number of aerial photos, maps, floor plans, CAD drawings or 3D models) automatically presented, you can continuously monitor and interact with all systems, people and assets, providing you with comprehensive situational awareness and an extremely robust platform to effectively manage them. As an open solution, NICE Situator can also leverage an organization’s existing GIS infrastructure.

AUTOMATE YOUR WORKFLOWS

Using the advanced, yet easy-to-use NICE Situator Planning and Workflow tools, administrators can develop even the most complex response workflows for routine and emergency situations. For tasks and notifications that are not handled properly within a pre-defined timeframe, escalation policies ensure that they are either dynamically or manually reassigned to alternate people or other resources.
SAMPLE SCENARIO

1. Gas sensor sends alert to Situator
2. Situator checks for pressure changes and pops up relevant video feeds to verify the alert
3. Situator accesses relevant information sources
4. Situator correlates data with rate of pressure change and environmental information and displays GIS plume model
5. Situator locates and sends task assignments to people best equipped to respond. Using mobile devices, Situator procedure asks responders: “Initiate Evacuations?” If responder answers “Yes” Situator activates evacuation procedures and displays relevant GIS layers

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