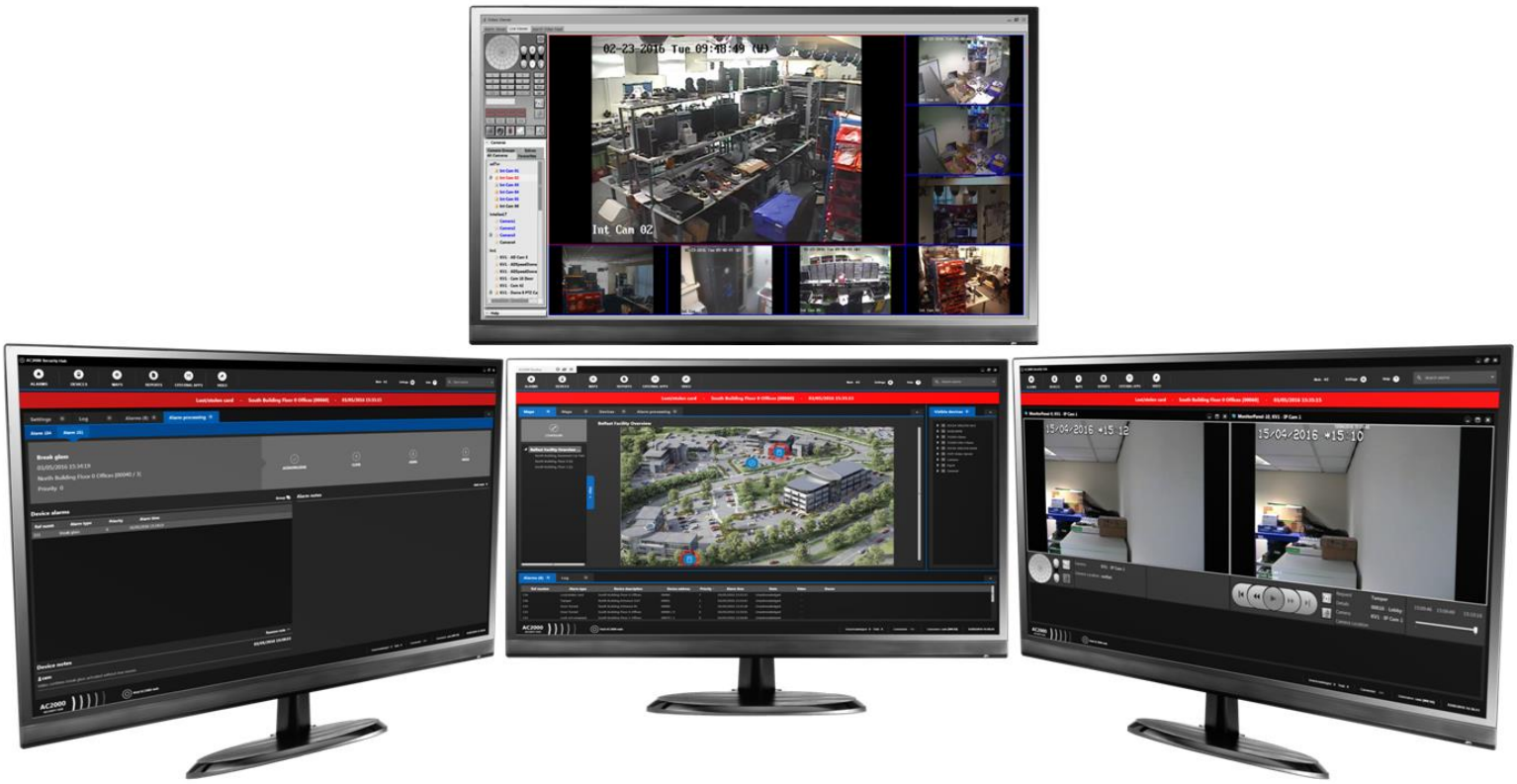
CEM SYSTEMS
From Tyco Security Products

AC2000

New Product Announcement

AC2000 Security Hub



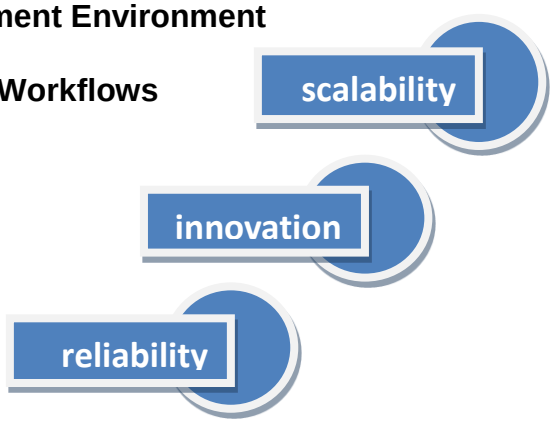
CEM Systems is pleased to announce the release of the state-of-the-art central alarm and event management application, **AC2000 Security Hub**. As a follow-on from AC2000 Alarm & Event Display (AED), AC2000 Security Hub increases site security awareness and improves event visualisation and response. Security Hub will be available for **AC2000**, **AC2000 Airport** and **AC2000 Lite version 7.1** and above.

AC2000 Security Hub is comprehensive security management application for centrally managing events within the **AC2000** access control system. With a modern and intuitive interface, Security Hub provides security personnel with flexible and effective tools to ensure full interoperability between all system components, reduce response times to critical events and simplify security operations.

AC2000 Security Hub includes dedicated configurable applications including dynamic alarm processing, highly customisable workflows, reporting, alarm escalation, event driven cause-and-effect mechanisms, inbuilt video interface and many more to provide a fully scalable, multi-monitor security management environment.

Core Features

- **Modern and user friendly Security Management Environment with multi-screen support**
- **Advanced Alarm View & Alarm Processing Workflows**
- **Advanced Graphical Alarm Management**
- **Integrated Scalable Video Viewer**
- **Comprehensive Security Reports**
- **Guard Tour and Trace Events**
- **Flexible User Restriction Control**
- **Integrated Systems Platform**



Modern User Interface

AC2000 Security Hub is a real-time alarm & event processing application and integrated, state-of-the-art component of the AC2000 access control and security management software. With its powerful and intuitive user interface (Fig. 1) and graphical workflow tools, security personnel will have significantly better site security awareness, ensuring improved alarm handling and increased efficiency.

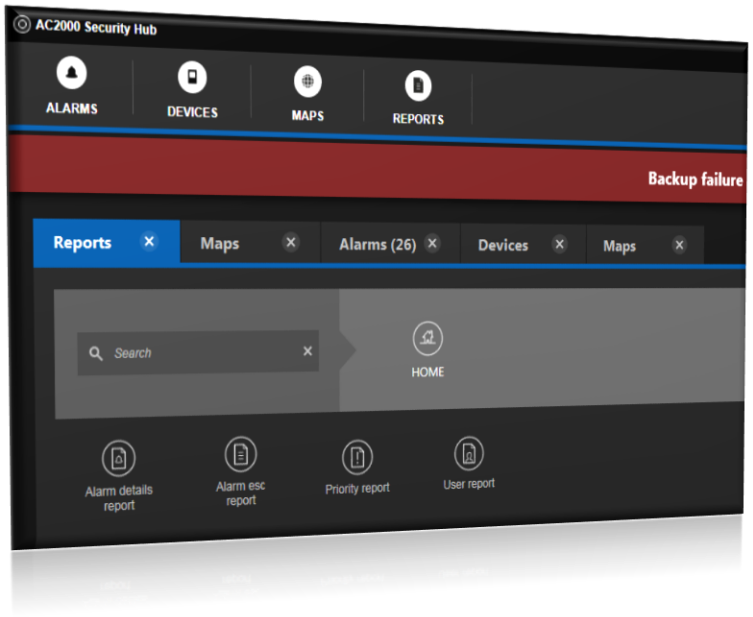


Fig. 1 - AC2000 Security Hub user interface

AC2000 Security Hub presents the operator with a clear and easy-to-use overview screen, with all application groups lined up in the top menu bar for easy access. Intuitive icons will guide the operator in accessing different features such as: Alarms, Devices, Maps, Reports and others, in order to select the appropriate action from a drop-down menu.

When an application is selected from the menu, it will open in the main workspace with a tab that identifies the name of the application. Multiple applications can be opened within the same instance of AC2000 Security Hub, and will be selectable by clicking the appropriate tab within the main workspace (Fig. 2).

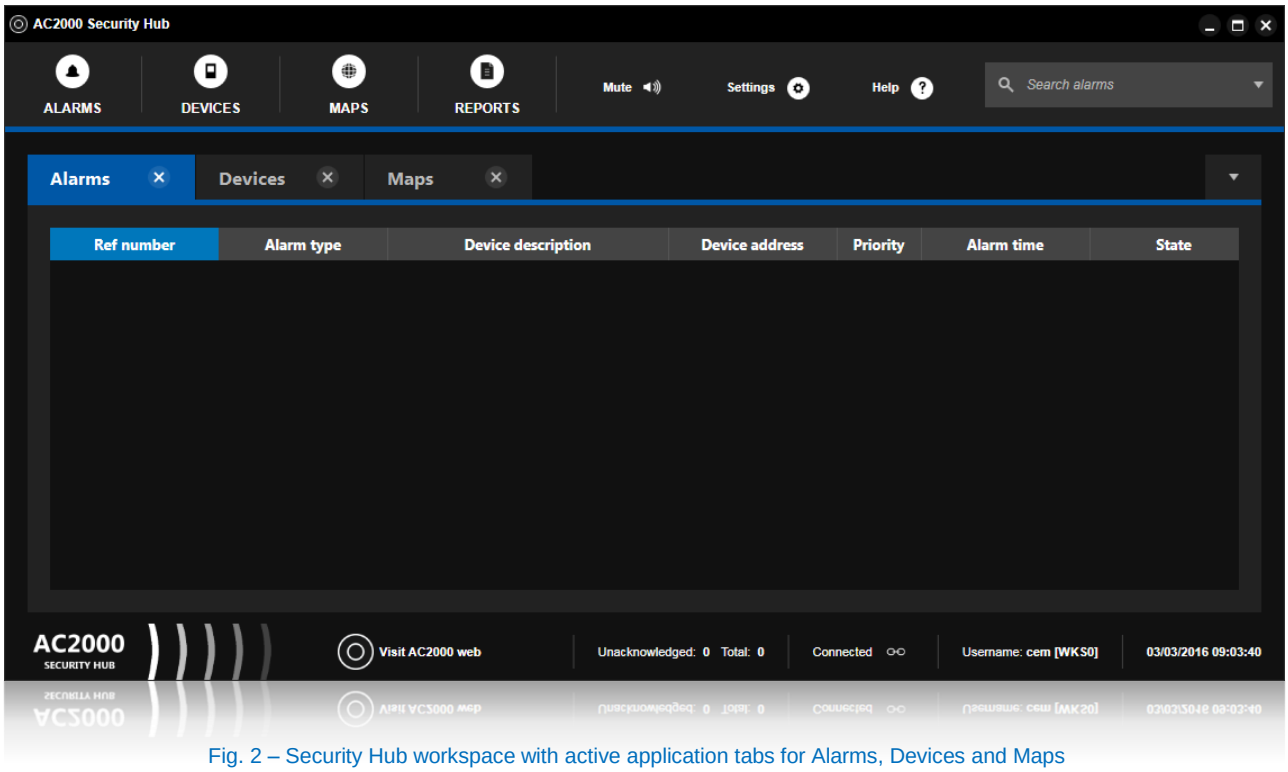


Fig. 2 – Security Hub workspace with active application tabs for Alarms, Devices and Maps

Multi-screen support

Each of the application tabs can be re-ordered or undocked from the main workspace and can be freely positioned not only within the Security Hub but also on different screens. A user can simply open the desired application and then drag-and-drop the application tab to a new position with the possibility to resize the window to match required screen configuration (Fig. 3).

This method provides the security personnel with extremely productive multi-monitor security management environment, which simplifies daily operations and reduces the risk of missing or not handling important security events.

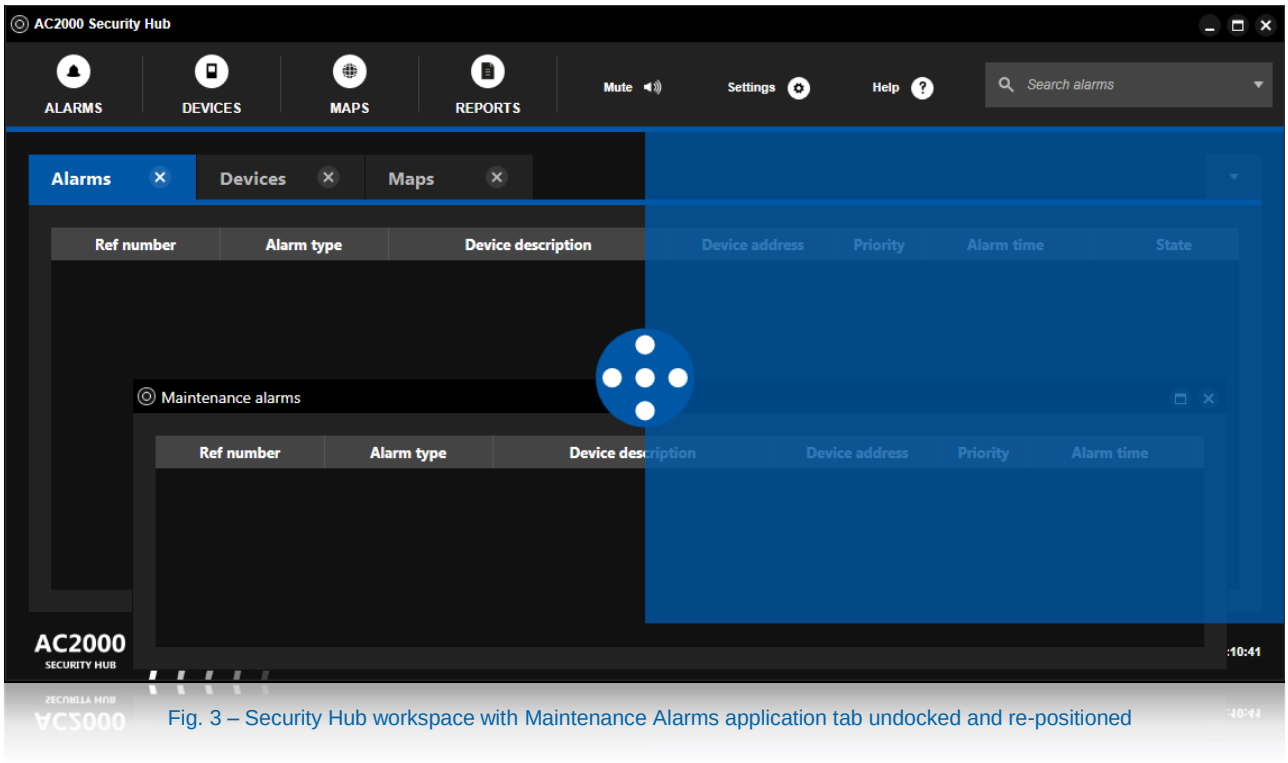


Fig. 3 – Security Hub workspace with Maintenance Alarms application tab undocked and re-positioned

AC2000 Security Hub focuses on presenting the operator with clear and concise audio-visual security event notifications to ensure that they are identified and responded to in a timely fashion and according to priority.

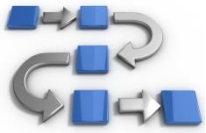
The primary method of displaying critical alerts is by using a priority alarm banner near the top menu which displays the highest priority active alarm. When an operator clicks on the active alarm, they will be transferred to the Alarm Processing screen which allows them to acknowledge and reset alarms, add notes to alarms and devices as well as follow and complete workflow actions configured for a specific alarm type. Alarm popup notifications can also be configured and are extremely useful in complex multi-display alarm monitoring environment.

Alarm Processing & Alarm Escalation

The main purpose of AC2000 Security Hub is to monitor site security and respond to events. Security Hub Alarms module is the primary method of viewing active alarms on the system. The list of alarms gives a brief summary, including the device it occurred on, state, type, time and priority. From the list, a user can easily access Alarm Processing by selecting and double-clicking on alarm. This way, security personnel can track security events and follow specific workflow steps in order to respond to potential threats in a timely fashion.

Workflows

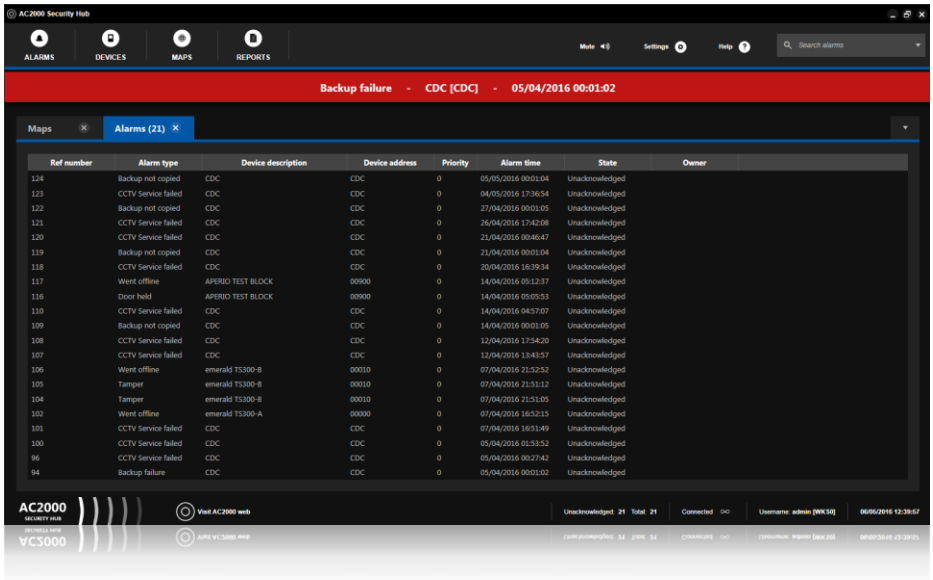
AC2000 Security Hub can be configured utilizing a number of Workflows which ensure the correct course of action is undertaken by a security operator, when responding to a security event. A set of sequential actions can be configured for different alarm types and will include a process tree which must be completed in predefined steps, before the alarm can be reset.



By using context menus with the Alarms module, security personnel can access functions that are related or linked to alarms, including:

- Create on-the-fly reports for devices, alarms or transactions
- Temporarily isolate incoming alarms for a specific device
- Remotely control the door
- View recorded video footage

In order to ensure immediate response to a security event, AC2000 Security Hub includes an Alarm Escalation service which increases the priority of the alarm if it's not acknowledged within a defined period of time. Alarm Escalation is highly configurable which can be adjusted to meet specific site requirements and security rules.



Integrated Video Interface *

AC2000 Security Hub incorporates a seamless video integration interface which enables live and recorded video footage for specific configured alarms to be displayed. The Security Hub video interface features two ‘micro-viewer’ applications which can be easily accessed when the system is licensed with one of the many supported AC2000 Video integrations.

If an alarm event contains associated video footage, a Video application is available on the navigation bar and the operator can easily access the footage directly within the AC2000 Security Hub. This application allows access to a popup list of the available cameras. When the user selects a camera from the list, the video ‘micro-viewers’ will instantly update to show the live and recorded footage for that selected camera.

Having an integrated CCTV interface enables the operator to quickly verify any security breach using associated video footage and to immediately respond by following prescribed course of action.

A camera control facility is available in Live Video ‘micro-viewer’ for PTZ cameras such as dome-based devices. The available controls include: Zoom In and Out, Camera Preset Set and Run Abilities as well as Pan + Tilt Control.

Live Video ‘micro-viewer’

Recorded Video ‘micro-viewer’

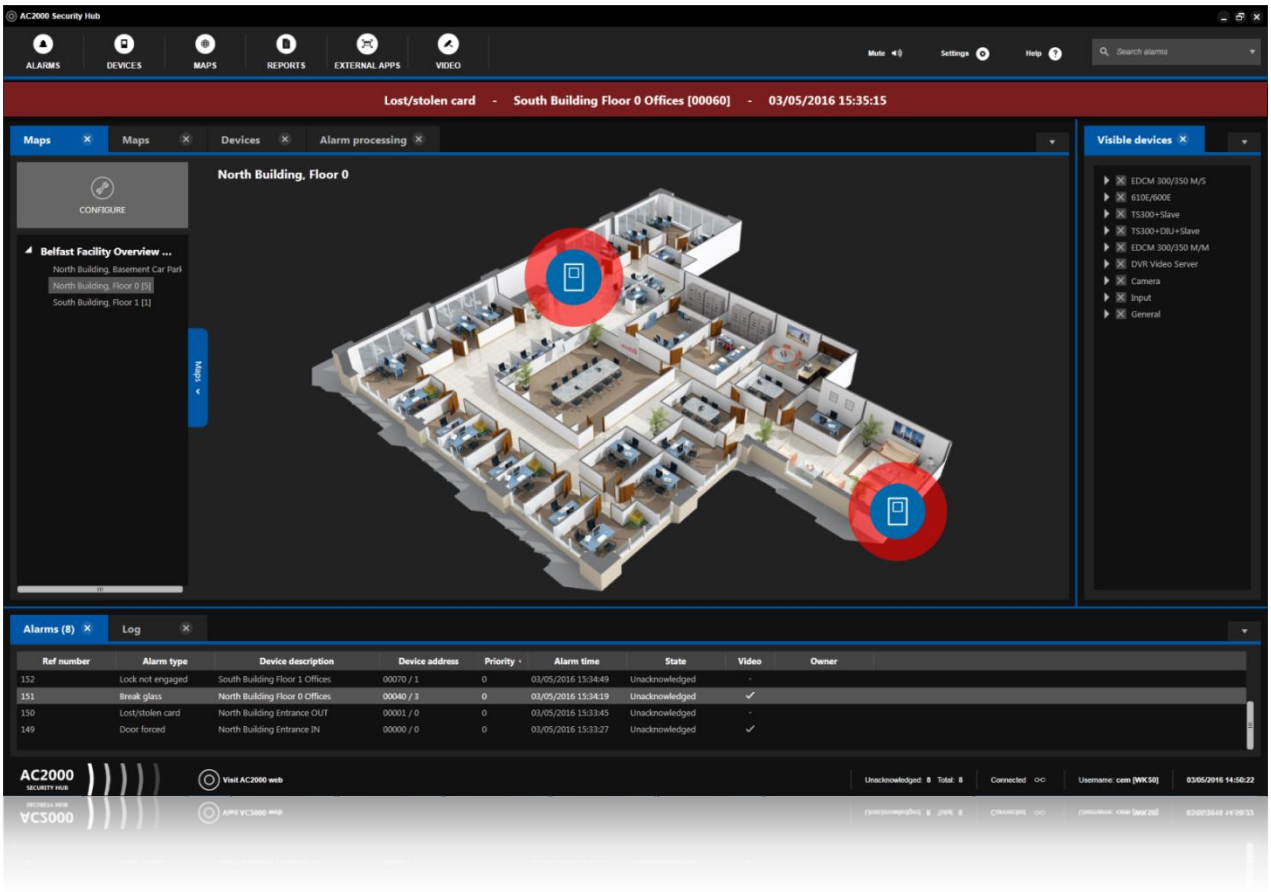
* Requires supported AC2000 video integration licence

Graphical Maps *

AC2000 Security Hub integrates with many 3rd party systems and devices, acting as a Security Management System. Reaction time to a critical security event is of paramount importance and so is the ability to instantly pinpoint the location and origin of alarm condition.

The main function of AC2000 Security Hub is to transmit real-time graphical, audio and text-based information on all alarms and events that occur in AC2000 and integrated systems. Security Hub Maps provides users with a wealth of useful alarm processing features including dynamic configurable icons and sounds representing system/device status, alarm control, alarm isolation and reporting directly from the device placed on the graphical map. Additionally, users can also configure shortcuts to custom 3rd party applications which can be run directly from within Security Hub Maps.

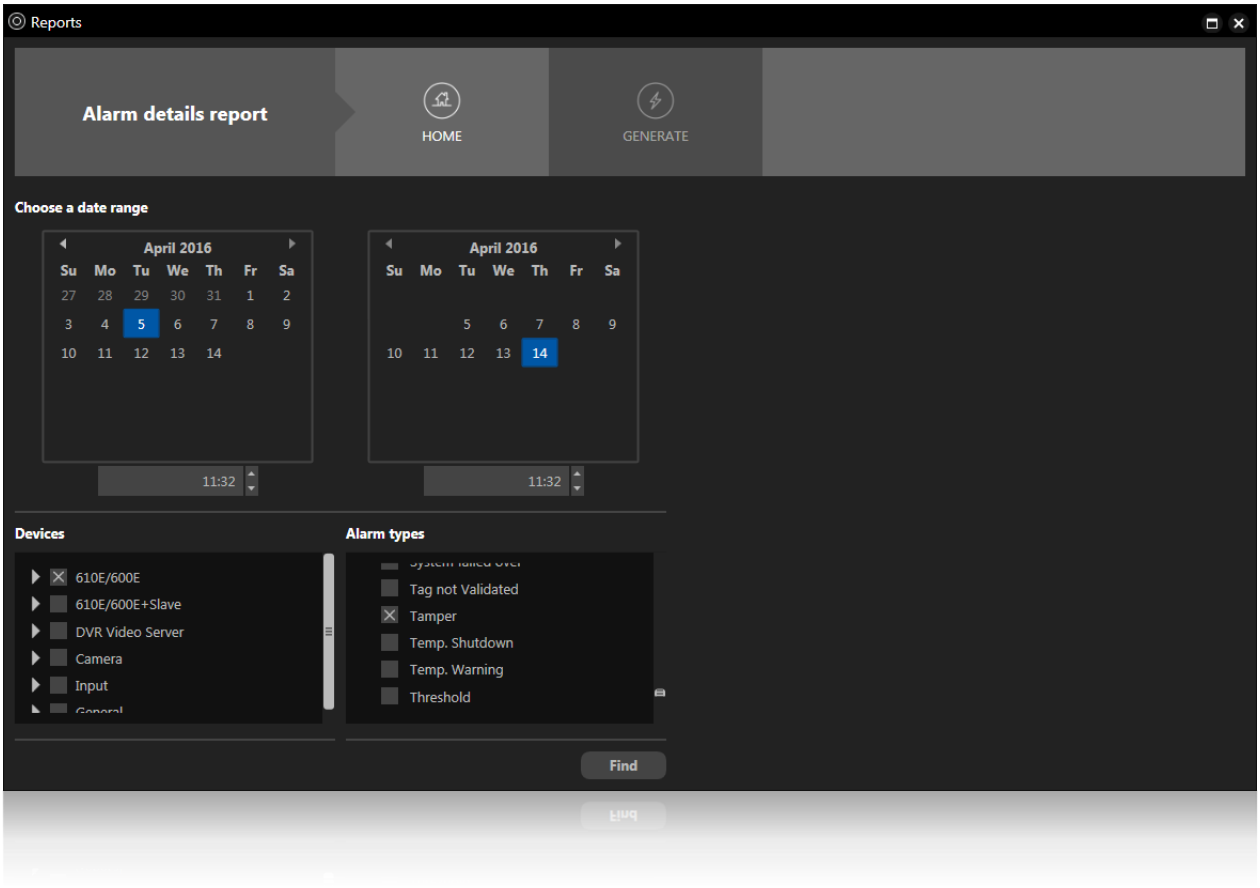
Maps can be configured in flexible topology with configurable dimensions, icon sizes, dynamic alarm colour schemes and more, to comply with specific needs and requirements of each site.



* Requires AC2000 Security Hub Maps licence

Reporting Tools

AC2000 Security Hub now includes a fully integrated and easily accessible reporting tool that allows security personnel to configure and generate comprehensive reports such as Alarms, Alarm Priorities, Alarm Escalation or User Reports. Reports can be configured to display specific information and generated reports can be printed or saved.



Guard Tours

Guard Tour Events application gives an overview and brief summary of each event, including the device it occurred on, the guard who triggered the event, the type of event that occurred and the tour it relates to. Guard Tour Events also provides additional functionality such as viewing event devices on the map, reporting and tracing the guard.

Other Features

Alarm Actions

For added efficiency, AC2000 Security Hub allows users to link any alarm with a 3rd party software application or external web page with additional command parameters. Security administrators can configure external applications that should be started when a specific alarm is triggered in AC2000 – a function that can be critical in many scenarios such as emergency evacuation triggered by fire alarm.

Command Buttons

In addition to automated Alarm Actions, Security Hub also features manual linking to external applications offering the ability to create and configure shortcut icons that can be placed directly on top of Graphical Maps. This provides security operators with additional options to execute 3rd party applications or external web pages.

User Restrictions

AC2000 Security Hub has been designed for multi-user and multi-site environment and can be highly customised to restrict specific content to different users. User Restrictions determine which user or user template can access various configured maps, devices and alarm types based on assigned criteria.

Frequently Asked Questions

Is AC2000 Security Hub licensed?
Standard Security Hub is included with AC2000 Security Management software and is not licensed, however if Graphical Maps functionality is required then an additional licence will be needed.

Which version of AC2000 supports Security Hub?
Security Hub is available from AC2000 version 7.1

Is there an upgrade path for previous AC2000 installations?
Yes, the upgrade process can be deployed by running upgrade scripts on the AC2000 Server/Lite System Server and reinstalling the AC2000 Workstation client software. Please note that when upgrading to AC2000 v7.1 badge designs (pss files) may need updated.

Can I add Security Hub to my existing AC2000 v7.1 installation which is currently using AED?
Yes, however only one application can be run at the time – either Alarm & Event Display (AED) or Security Hub, not both.

If I upgrade my AC2000 system and migrate from using Alarm & Event Display (AED) to Security Hub – will I retain the AED map and device configuration?
No, because the map and device configuration for both applications is not shared, new AC2000 Security Hub design and layout must be created separately from Alarm & Event Display (AED).

Does AC2000 Security Hub include Video Viewer?
AC2000 Video Viewer application is provided with AC2000 when an integration interface for 3rd party CCTV system is purchased.
Additionally, Security Hub includes video 'micro-viewers' for displaying live or recorded footage, however this function is also available in conjunction with supported AC2000 video integration.

Feature	Function	Benefit
Integrated Security Management Platform	View and respond to alarms from AC2000 and integrated systems	Unified system for complete site security overview offering seamless interoperability between AC2000 and integrated systems
Multi-monitor support	Various Security Hub applications can be displayed on separate screens	AC2000 Security Hub applications such as Alarm Processing or Video Micro-Viewer can be undocked from the main workspace and placed on separate screens to optimise security operations
Graphical Maps	All systems, devices and I/O's visualised on custom graphical maps	Users can upload graphical maps in most popular formats and customise graphics to improve visual alarm annunciation, improve identification of priority events and respond to potential security threats
Alarm Workflows	Configurable instructions that must be completed before alarm can be reset	Authorised administrators can create a number of workflows which will instruct security operators to complete specific steps while processing the alarm
Alarm Escalation	Automated alarm priority increase over time	Alarm Escalation is based on alarm types or time zones and ensures that alarm is escalated by increasing its priority if not acknowledged within specific time
Alarm Actions	Link alarms with external applications	For better system integration, security personnel can setup 3rd party applications to be initiated of specific type of alarms occurs in AC2000
Alarm Processing	Dedicated module with detailed information about system alarms	Alarm Processing allows to view alarms across different tabs with a range of advanced options and process these alarms in order for them to be acknowledged and reset
Alarm Popup	Interactive visual alarm notification	Additional pop-up window will appear on top of any other window to indicate alarm state to increase event visualisation
Video Micro-Viewer	Inbuilt live and recorded footage viewer for video integrations	Security personnel can better assess security threats by viewing live and recorded video footage as part of the alarm processing workflow
Alarm Priority Banner	Dedicated display banner showing highest priority alarms	Alarm priority banner increases security event visibility to ensure fastest response time
Oneshot/Broadcast	Remote door opening	Security operators have the ability to control CEM devices connected to AC2000 system, directly from within graphical maps

Feature	Function	Benefit
Layout Management	Customisable layout templates	User can easily arrange application layout by adjusting position of various applications and then save as a user template
External Applications	External application shortcuts placed within Security Hub window bar	Any 3rd party application executable shortcut can be placed within Security Hub for easier and quicker access during security events
Command Buttons	Customisable map icons for 3rd party application	External application shortcuts can be placed as configurable icons directly on the maps within Security Hub
Guard Tour Events	Visual notifications for guard tour events	Security operators can specifically monitor guard tour events separately from the main workspace
Trace Events	Cardholder tracking	Trace marker can be placed on the cardholder who might be considered suspicious and all card swipes will be monitored in dedicated module
In App Reports	Generate reports directly within Security Hub	Thanks to an inbuilt reporting tool, security operators have easy access to the overall security information from a single platform
User Restrictions	Restrict devices and alarm types per user	Security administrators have the ability to create restriction templates for specific devices and alarm types and assign to operators
Customisation Settings	Flexible configuration of user interface and alarm annunciation	Operators can easily tailor look and feel of the main application, device icons/sounds and event visualisation to suit their needs and site requirements

Ordering Information

Product Code	Description
SYS/004/009	AC2000 Workstation Security Hub (with Maps Utility) - workstation with Security Hub Software (SWA2SECHUB) installed and 19″ Monitor
SWA2SECHUB	AC2000 Security Hub Graphical Maps Utility (Global)

For more information email cem.info@tycoint.com or contact your account manager.