



virtual Security Operations Center

D3's Virtual Security Operations Center (vSOC) is a suite of modules designed to manage officer presence, activity tracking and incident reporting. Using D3's vSOC, security professionals can efficiently track response and capture data from front-line staff with configurable Dispatch, Guard Tour and e-Alert modules. Once captured, data may be escalated to the Incident Reporting and Case Management module for investigation and resolution. An intuitive solution that solves the business need for configurable data collection, workflow and analysis, D3 vSOC provides a holistic approach to security management.

D3 vSOC integrates multiple web-based modules that employ technology to automate all aspects of enterprise security operations. The modular application model permits deployment to meet customer scope, encouraging the free-flow of information within Security Operations and more broadly among complementary business units including Corporate Security, IT Security, Human Resources and Ethics and Compliance. Accommodating the best of both top-down and bottom-up strategies, D3 vSOC increases organizational efficiency from the officer to senior management.

vSOC exists as a Dashboard where the end user is presented with all the information and functionality relevant to his or her role within the organization. A three-tier access privilege layer permits horizontal and vertical data abstractions within multiple business units while effectively separating information according geographical regions, functions or individual facilities. Yet, all modules remain linked to a common database standardizing, enterprise operating procedures, corporate processes and enterprise-wide analysis.

Product Modules

Fully customized views enable managers, supervisors and officers to schedule, implement and monitor all aspects of a complex operation. D3 vSOC is comprised of the following a la carte modules and features:

- **Incident Reporting and Case Management**
- **e-Alert**
- **Dispatch**
- **Guard Tour**
- **Visual Roster**
- **Post Orders**
- **Notification and Workflow Automation**
- **Analysis Reports**
- **Mobile vSOC**
- **Administration Tool Kit**



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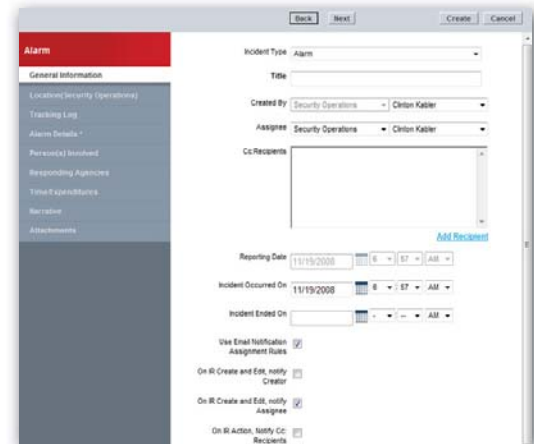
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Incident Reporting and Case Management

When incidents occur where individual behavior puts your organization at risk, a repeatable and discoverable incident management process is required. The security operations professional requires an easy-to-use solution that solves the business need for configurable data collection, workflow and analysis. By enabling collaboration, ensuring compliance and permitting organizational convergence, D3's Incident Reporting and Case Management solution allows incidents and records to exist in a one-to-one ratio regardless of origination.

D3 Incident Reporting and Case Management also solves the business need to capture consistent data from multiple origination channels. Incidents originate from user input, complementary modules and third-party solutions (access control, alarm monitoring, CCTV and others). By providing a common incident repository, D3's Incident Reporting and Case Management solution eliminates redundant proprietary databases, increases efficiency and maintains data integrity. Finally, all incident activity is managed through a consolidated view allowing the creation of Tasks and Links.

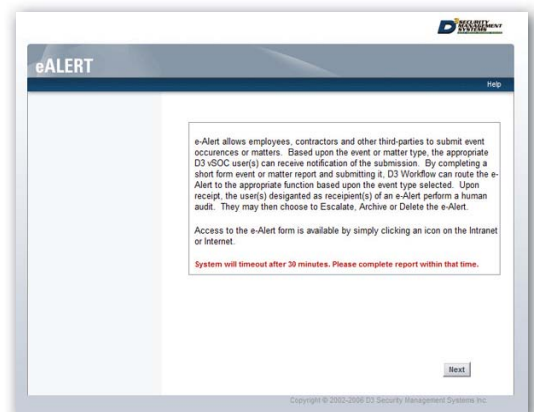
Through 3-tier access control, the D3 Incident Reporting and Case Management module enables clear definition of user privileges. According to a user's site, group or role membership, access to information and functionalities can be granted or denied to fit each customer's unique environment.



The screenshot shows a web-based form for creating an incident. The form is titled 'Alarm' and includes a sidebar with navigation options like 'General Information', 'Location Security Operations', 'Training Log', 'Alarm Details', 'Personnel Roster', 'Responding Agencies', 'Time & Attendance', 'Narrative', and 'Attachments'. The main form area contains fields for 'Incident Type' (set to 'Alarm'), 'Title', 'Created By' (Security Operations - Clinton Kaler), 'Assignee' (Security Operations - Clinton Kaler), and 'Cc-Recipients'. It also features date pickers for 'Reporting Date', 'Incident Occurred On', and 'Incident Ended On', along with checkboxes for 'Use Email Notification' and 'Assignment Rules'.

e-Alert

Opening incident submission to all company employees and the public is essential to many organizations. D3's e-Alert module permits any individual with access to an organization's Intranet or Internet to open a configured form to report an event. Upon submission, the data may trigger notifications and route the e-Alert to the responsible security professional's vSOC Dashboard. Upon accessing his or her Dashboard, the system prompts a human audit where an event may be escalated or archived.



The screenshot shows the 'eALERT' form interface. It features a header with the D3 logo and the text 'eALERT'. The main content area contains a text box with instructions: 'e-Alert allows employees, contractors and other third parties to submit event occurrences or matters. Based upon the event or matter type, the appropriate D3 vSOC user(s) can receive notification of the submission. By completing a short form event or matter report and submitting it, D3 Workflow can route the e-Alert to the appropriate function based upon the event type selected. Upon receipt, the user(s) designated as recipient(s) of an e-Alert perform a human audit. They may then choose to Escalate, Archive or Delete the e-Alert.' Below this is a red warning box: 'Access to the e-Alert form is available by simply clicking an icon on the Intranet or Internet. System will timeout after 30 minutes. Please complete report within that time.' A 'Next' button is located at the bottom right of the form.

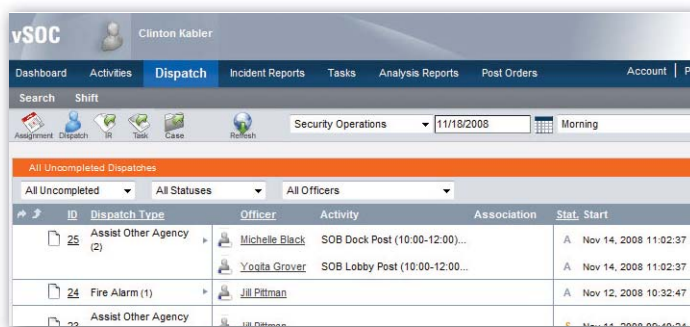
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Dispatch

D3 Dispatch (computer aided dispatch) solves the business need for end-to-end tracking of an occurrence from call receipt through resource arrival and departure. The easy-to-use interface consists of configurable drop-down menus, check boxes and fields that enable dispatch operators to efficiently assign resources. Upon creation, dispatches are given a unique activity number. Using the system, dispatch operators assign resources, including security officers, maintenance staff and third party suppliers. All data may be analyzed by management to monitor changing environmental patterns, staffing and workload.



Key Features of D3 Dispatch:

- Reduces response time.
- Real-time and secure information flow
- Efficient resource management.
- Reduced training time and improved efficiency through intuitive interface
- Single point of information from multiple sources

Guard Tour

D3 Guard Tour solves the business need for an officer-centric, real-time activity tracking and information collection system that manages officer activities and tours. D3 Guard Tour enables audit of officer routes using scannable barcodes which may be printed locally and placed at any location. Using a Windows Mobile driven device with barcode scanner, this module provides tamper-proof, documented verification of officer presence.

With a familiar user interface and abundant features, D3 Guard Tour saves hours of data entry time, whilst creating an accurate and thorough audit trail.

With the capability of rapid development of unlimited checklists, checkpoints and routes, D3 Guard Tour extends the full features of physical security presence automation to a Windows Mobile device. Moreover, D3 Guard Tour extends other vSOC modules to the mobile device enabling incident report creation, dispatch receipt and post orders review.

Key features of Guard Tour:

- Ability to define unlimited checklists, checkpoints and routes
- Detailed reports showing history, coverage, trend, exception and frequency.
- Date and time stamp of activities for tracking performance metrics
- Real-time data snapshot



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Visual Roster

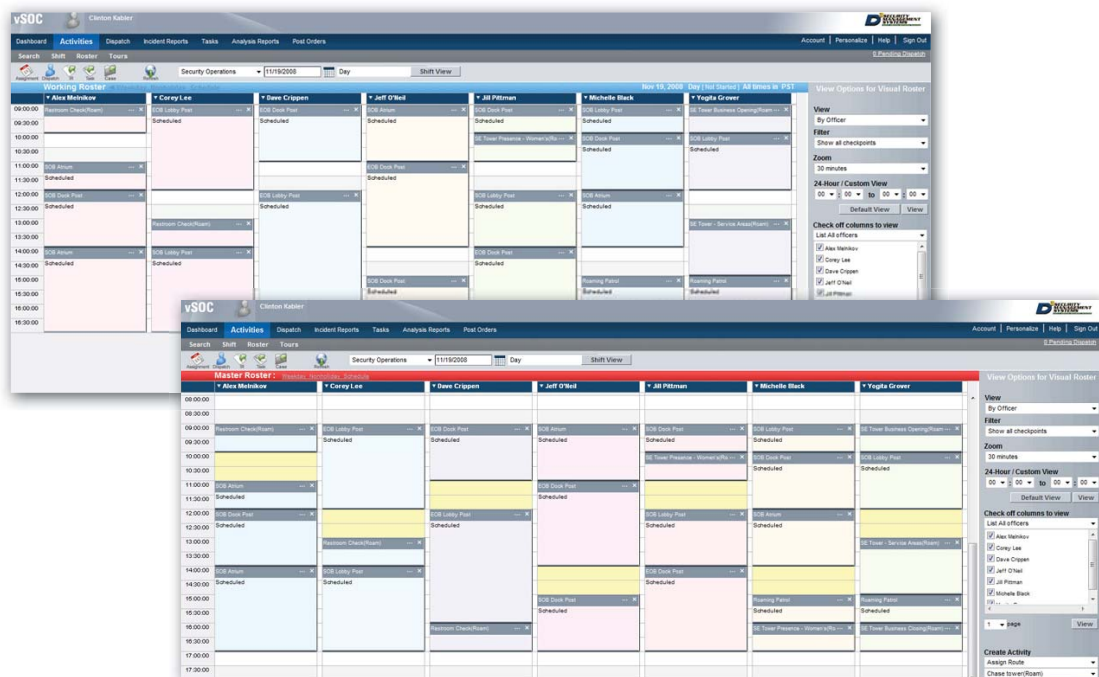
D3 Visual Roster feature solves the business need for resource-centric management of daily activities. A powerful tool for planning availability, routes and rotations, the Visual Roster boasts a user-friendly interface employing drag-and-drop technology to create and edit master and daily rosters. Once configured, master rosters may be copied to a current shift or future shifts, providing structure and minimizing resource usage.

Within the Visual Roster feature, the Activity Log keeps track of any assigned equipment, and allows officers to input self-initiated activities, providing a comprehensive summary of each officer's daily duties.

All Visual Roster data is stored in a common database, allowing management to generate Analysis Reports for resource allocation purposes.

Key Features of the D3 Visual Roster feature:

- **Intuitive interface**
- **Plan days, weeks and months ahead**
- **Single-source repository for tracking all officer activities**
- **Enables on-the-fly realignment of resources**



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Notification and Workflow Automation

D3's vSOC contains an embedded notification engine. The D3 Notification feature enables information dissemination to appropriate persons based upon customizable triggers. If required, the Notification may be pushed to multiple devices using vXML text-to-voice technology powered by D3 partner, SendWordNow.

Similarly, the D3 Workflow feature permits the initiation of basic to complex scenarios for automating business processes. Utilizing a configurable wizard, D3's Workflow feature solves the business need to automate numerous tasks that previously required manual completion.

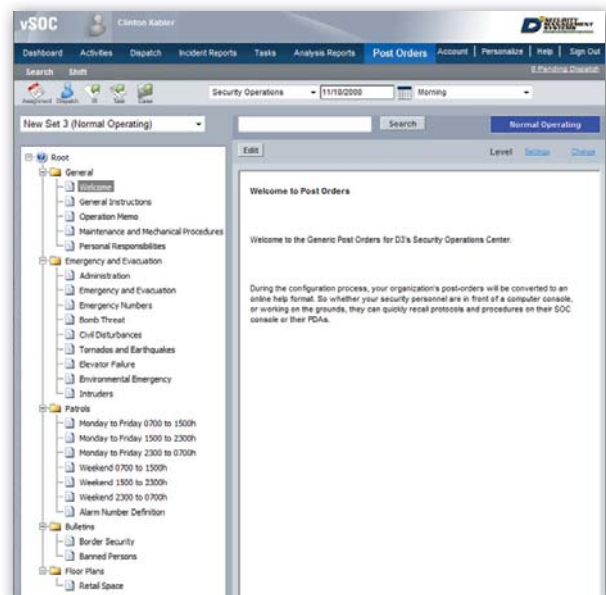
Scenario: If an incident of the type "Theft" were reported, and in the "Theft Details" section, the user indicated the theft involved a laptop computer. Upon selecting "Laptop Computer", the user could be prompted to select if the laptop may have contained "Proprietary, Confidential or Personal Identifiable Information". Based upon response, a customized workflow could trigger. The subsequent workflow may include approvals, escalations, routings, task assignments or collaborations.



Post Orders

D3 Post Orders solves the business need for a site specific standard operating procedures library. The Post Orders module extends standard operating procedures to all users and provides management an efficient way to revise and disseminate updates. With configurable multi-level sets, Post Orders can easily be changed in response to a change in security level.

Post Orders also allows for instantaneous communication of important security bulletins and other time-sensitive information. In the case of a suspicious person alert, a bulletin could be posted with the person's last known location, written information, pictures and camera footage.



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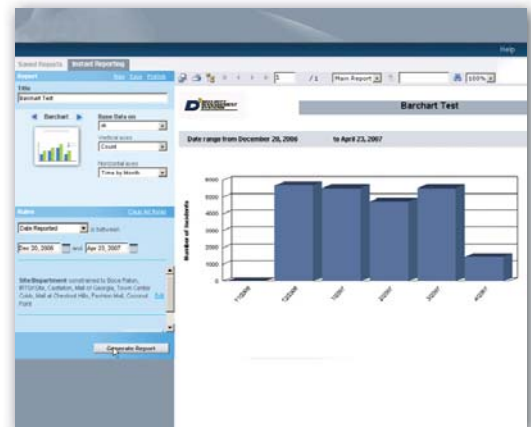
Analysis Reports

Security professionals need data to drive decisions. Until data drives decisions, the data adds no business value. D3's Analysis Reports feature solves the business need for ad-hoc, dynamic and real-time data analysis that can be used to make decisions. All data entered into D3's vSOC may be queried to generate graphical and tabular reports for analysis purposes. Assessment of data leads to refinement of resource use, increased operational efficiency and pre-compiled data for risk assessment and planning. Of similar importance, D3's Analysis Reports, when leveraged by Security Operations, Corporate Security, IT Security, Human Resources and Ethics and Compliance, solves the business need for rapidly accessible and consistent analytics across business units.

D3's Analysis Reports Instant Report feature enables user-defined and ad-hoc reports, allowing users to set vertical, horizontal and columnar criteria using any data field. Users may save or publish Instant Reports upon definition, allowing rapid generation of commonly used reports. With powerful on-the-fly tools, D3 permits the creation of reports from any field.

Reports may include:

- **Trend**
- **Cost Metrics**
- **Recovery Metrics**
- **Resource Allocation**
- **Performance**
- **Industry specific including: Sarbanes-Oxley, Suspicious Activity Reporting (SAR) and Clery Act**



Mobile vSOC

D3 Mobile vSOC solves the business need for extension of Incident Reporting, Dispatch, Activities and Post Orders to the environment where Guard Tour is not necessary. Mobile vSOC provides the capacity to create incident reports, receive dispatches, view activities and read post orders. Using WiFi, Cellular or via a cradle synchronization, data on the Windows Mobile device can be synchronized for real-time tracking. With Windows Mobile devices featuring cameras or microphones, officers can efficiently document incidents by attaching relevant pictures or voice-recordings to an incident report.



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Administration Tool Kit

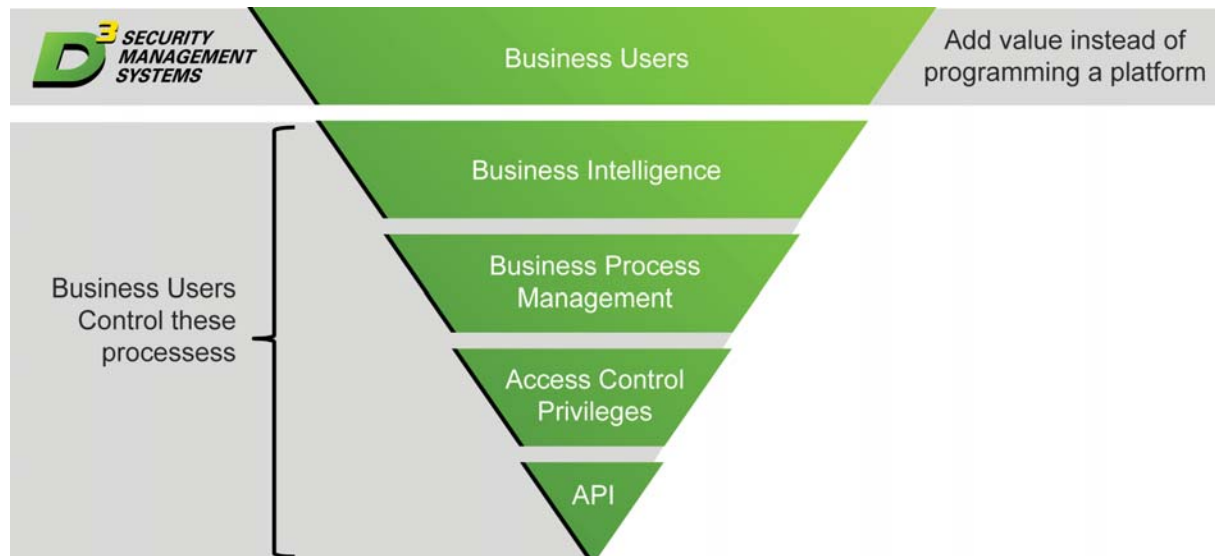
A single back-end framework used to configure all D3 Modules, the Administration Tool Kit empowers system administrators to change and grow the system to reflect the requirements of a dynamic environment. In addition, the D3 Administration Tool Kit uses the same business unit logic as the front-end solutions, allowing multiple levels of access control for adding, editing or viewing system configurations.

In creating the Administration Tool Kit, D3 invested significant resources to develop a Flexible Form Generator allowing full configuration of all application attributes. As a result, configurations are in the hands of business users designated as administrators. D3 does the initial configuration as part of our Total Customer Care experience, and any additional configurations can easily be performed by system administrators. As such, scarce IT resources are not required.

Key functionality of the Administration Tool Kit:

- **Configure data collection forms**
- **Manage user access control privileges**
- **Manage functions users may execute**
- **Configure Notifications and Workflow**

WYSIWYG form Wizard + Configurable Workflow + On-demand Analytics = Empowered Business User



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