From Detection to Response: Improving Security Workflows

The Incident Management Process

Detection alone is not protection. Critical information can be lost as an incident moves from detection to response. Learn how a structured path turns a detected issue into a coordinated response.

1. Detection

Identify potential threats in progress using continuous monitoring across a unified operational view that works alongside existing security systems.

2. Verification

Internal security teams or professional monitoring centers confirm threats using visual and location intelligence to filter false alarms before escalation.

3. Escalation

Security teams package context and route it through DirectToDispatch™, a trusted pathway for delivering verified, dispatch-ready intelligence to local police dispatch in real time.

4. Response

Local police dispatchers receive a verified alert with actionable context and may share it directly with responding officers' mobile devices. Responders use those details to support informed decision-making and enhance situational awareness.

The Technology Advantage

Technology drives security process improvement by removing steps that add delay.

Workflow Stage	Traditional Manual Approach	Technology-Enabled Approach
Detection	Isolated alarms and disconnected tools	Continuous monitoring across a unified view
Verification	Relies on verbal descriptions in high-stress moments	Verified video and location confirm the event
Escalation	Passes through multiple relay points	Verified intelligence routed directly to law enforcement dispatch
Response	Responders arrive with limited context	Responders act on real-time, verified data

Bridge the Gap Between Your Security Team and Public Safety

Equip your organization with a trusted pathway for sharing verified, dispatch-ready intelligence with local police dispatchers when every detail matters.

Schedule a DirectToDispatch™ Demo