

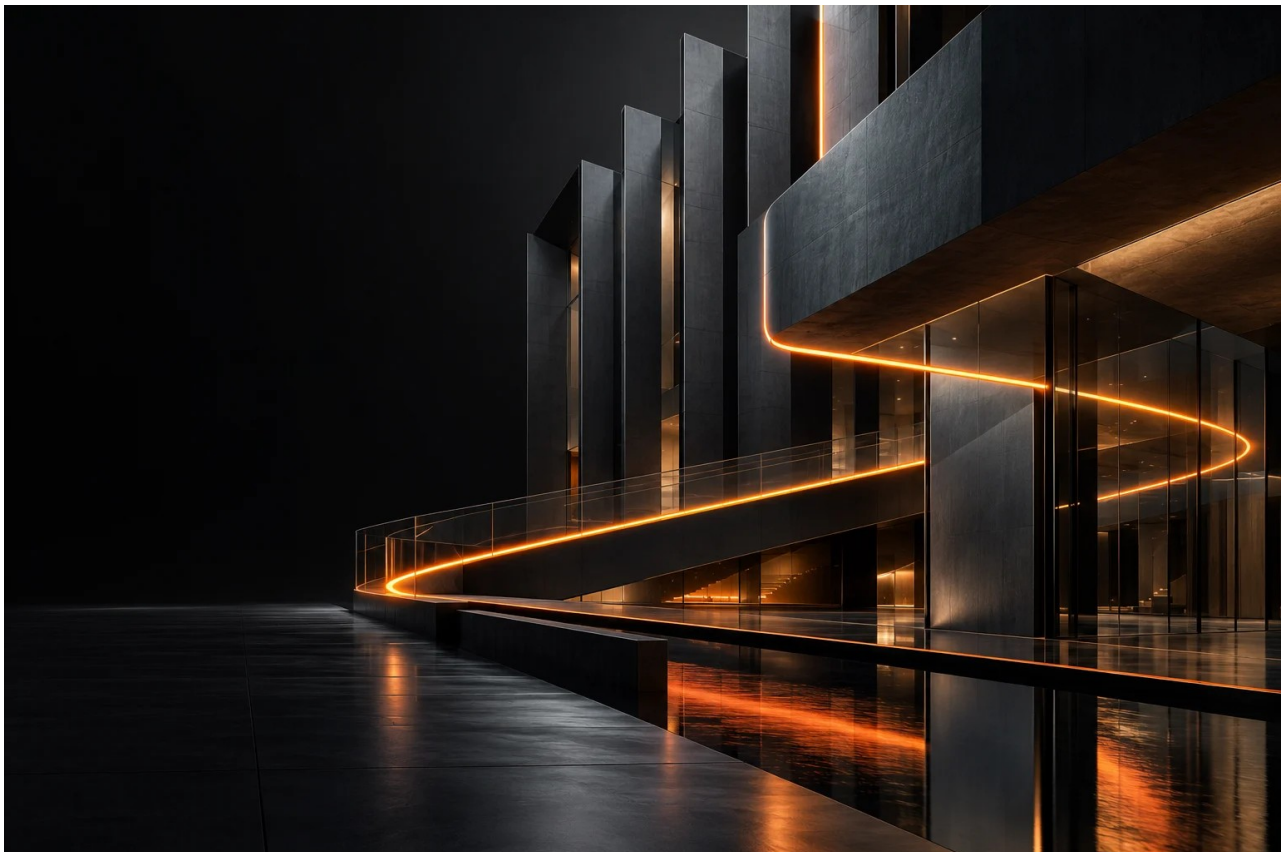


IGNITE / SERVICE BROCHURE

Off-site monitoring

Ignite OMS

A defined path from camera activity to review, escalation and a clearer record of what happened.



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Monitoring with purpose

A camera view becomes more useful when it is connected to an operating procedure and the people responsible for the next step.

Ignite OMS brings agreed camera views and relevant events into an off-site monitoring workflow. The scope is based on the site environment, the areas that need attention and the conditions under which monitoring is required.

Monitoring can help create a clearer picture of activity and support coordinated escalation. It depends on camera coverage, scene conditions, connectivity, the information available to the reviewer and the response arrangements agreed for the site.

Remote oversight

Define the sites, camera views, priority areas and monitoring schedules that form part of the service. Review existing equipment and available event information to establish an appropriate monitoring approach.

Event verification

A reviewer considers the available footage and context against the site procedure. The review helps determine whether escalation is required, which contacts are relevant and what information should accompany the notification.

Agreed escalation

Establish a contact sequence, responsibilities and fallback arrangements. Escalation is shaped around the people and service providers authorised to respond to the site.

Incident visibility

Keep observations, notifications, recorded actions and the available outcome connected. Reporting supports follow-up and a more informed discussion of recurring issues.

From event to action

The monitoring process needs clear ownership from the first signal through to follow-up.

Stage	Operating purpose	What is defined
Detect	Bring relevant activity to attention.	Covered views, schedules, event rules and supported detection methods.
Verify	Understand the available information.	Review criteria, relevant context and handling of uncertainty.
Escalate	Contact the right people.	Notification sequence, fallback contacts and response responsibilities.
Record	Preserve the event and actions.	Required incident fields, evidence references and available outcomes.
Review	Learn from recurring activity.	Reporting frequency, recipients and the route for agreed changes.

An illustrative operating scenario

Activity is detected in a defined yard area outside its normal operating schedule. The reviewer examines the available camera information and applies the site procedure. If escalation is required, the nominated contacts receive the relevant details. Observations and recorded actions are then available for follow-up.

The actual procedure may differ by site, area and event category. A monitoring service does not replace the need for suitable equipment, reliable connectivity or a workable physical response arrangement.

Human judgement and AI

Where appropriate and supported, analytics can help identify configured activity and bring it to attention. Results depend on the technology, scene conditions and configuration. Human review and the agreed operating procedure remain central to deciding the next step.

Designing the service

A useful brief makes the monitoring scope and response expectations clear before the service begins.

Coverage and technical assessment

- List sites, priority areas and the camera views proposed for monitoring.
- Review camera placement, lighting, recording access and available image quality.
- Confirm connectivity and the equipment or platform integration method.
- Identify monitoring hours, schedules and relevant operational exceptions.

Response and accountability

- Name the authorised contacts and the order in which they should be notified.
- Agree what happens when a contact is unavailable or the available information is inconclusive.
- Define responsibility for any physical response and how feedback returns to the monitoring process.
- Confirm incident categories, reporting recipients and evidence access requirements.

Configuration and validation

Configuration is checked against the agreed scope. Validation should include representative events, access to the required camera views, notification paths and the recording of actions. Site contacts should understand their responsibilities before handover.

Scope boundaries

Monitoring hours, camera coverage, response targets and reporting commitments are established in the agreement. Physical response, connectivity, equipment replacement and work outside the agreed scope must be explicitly included or arranged separately.

Reporting and ongoing review

A useful record explains what was observed, what action followed and what information is available for the next decision.

Information	Purpose
Site, area and camera	Identify where the event occurred and the available viewpoint.
Event time and category	Preserve the sequence and support a consistent classification.
Observations and evidence	Explain the available information and relevant references.
Contacts and actions	Record who was notified and the actions known to the service.
Outcome and follow-up	Capture available feedback and matters requiring attention.

Management review

Reporting can support discussion of recurring areas, event categories and operational gaps. The review should consider the relevance of alerts, changes in site conditions and whether escalation procedures still reflect the operating reality.

Information handling

The service design should establish authorised viewing rights, evidence access, reporting recipients and retention requirements. The information available in a report depends on the agreed scope and the systems involved.

Begin with your site

Tell us about your camera environment, areas of concern, monitoring schedules and current response arrangements. We can then define the assessment needed to develop a scoped proposal.

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