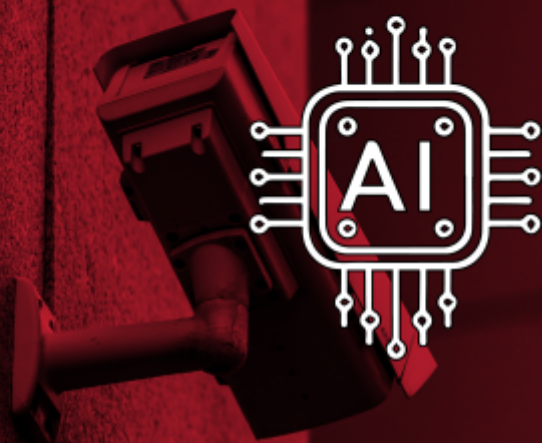


# "SEE WHAT THE CAMERA SAW"

THE FOOTAGE WHISPERER



'BETTER' AI VIA DAILY AUDITS  
NO MORE DATA WALL

100+ TOPICS - AIRPORTS TO ZOOS

GAUTAM D. GORADIA

# THE FOOTAGE WHISPERER

**"SEE WHAT THE  
CAMERA SAW"**

**GAUTAM D. GORADIA**



# COPYRIGHT

THE FOOTAGE WHISPERER

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# THE FOOTAGE WHISPERER

The Footage Whisperer is here,  
Revealing the truth, with COM-SUR, it's clear.

Tons of footage lost and ignored,  
Audit it with COM-SUR, for it to be restored.

Cameras capture secrets untold,  
Auditing daily, with COM-SUR they unfold.

Garbage collected, wasted in heaps,  
Audit! Turn it into gold, so value seeps.

See what I Saw, and I see a lot,  
Both the good and bad, and that's a thought.

Awakening sleeping cameras, indeed, is a new dawn,  
CCTV Video Footage Auditors, a new industry is born.

AI and ML, and all that are fine.  
But finally, it's the human touch, the divine.

In this world of technology, we must agree,  
Humans bring intuition and empathy.

Arise, awake, before it's too late,  
Embrace the whispers, alter your fate.

Don't let chaos scream and shout,  
Heed the Footage Whisperer's powerful clout.

Get COM-SUR™ now, don't wait for things to go wrong,  
Audit, Smart Storage, Standardized Reporting,

**THE PROPOSITION IS STRONG!**

## ABOUT THE AUTHOR



Gautam D. Goradia is the Founder of 'COM-SUR', the world's only CCTV video footage auditing, smart backup, and standardized intelligent reporting software. With years of international business experience, Gautam successfully helmed a prominent family textiles business that became a leading home textiles exporter from India.

An advocate for maximizing the potential of surveillance video, Gautam has shared his expertise at platforms like Interpol events in Singapore, emphasizing the need for optimizing CCTV cameras and introducing the concept of CCTV video footage auditors. He has interacted with several Police forces/LEA and had also presented the case for COM-SUR to Scotland Yard.

Beyond business, Gautam is an enthusiast of languages, photography, and personal fitness. He has been actively involved in various professional associations, including the Rotary Club, ASIS, The International Institute of Safety and Security Management, and the Center for CCTV Research in Bengaluru, India.

Balancing his professional commitments, Gautam values family time and cherishes moments with his wife, two daughters, and his Great Dane Leo (Max's son).

# DEDICATION

In this journey, I find my guide,  
Through life's waves, with purpose and pride.  
To God and Country, I'm forever bound,  
In their embrace, strength is found.

To my parents, in-laws and other family dear,  
Your love and support, always near.  
With gratitude, my heart does fill,  
For shaping me with a loving will.

To my wife and daughters, a cherished embrace,  
You're my inspiration, my heart's true grace.  
In your smiles, I find my way,  
Brightening even the darkest day.

To friends, both old and new,  
Your presence is a gift, tried and true.  
Through highs and lows, we stand together,  
In unity, we face each endeavour.

To my pets, loyal and kind,  
Especially Max, you're always in my mind.  
With wagging tails and loving eyes,  
You bring the joy that never dies.

To those who believed, and said, "You can,"  
You helped me rise and be a better man.  
In your encouragement, I found my voice,  
To swim against the tide, and make my choice.

To the COM-SUR team, devoted and strong,  
Together we've worked to right the wrong.  
In the world of cameras, we find our way,  
Turning footage to gold, each passing day.

To our defense forces, fearless and brave,  
Paramilitary and police, who never cave.  
Your dedication keeps us safe and free,  
A guardian shield for our liberty.

In dedication, my heart beats strong,  
For those who've shaped my path along.  
Together we strive, hand in hand,  
A united force, forever we stand.

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# **DR. KIRAN BEDI**

**FORMER IPS OFFICER  
AND LT. GOVERNOR OF PUDUCHERRY  
MAGSAYSAY & NEHRU FELLOWSHIP AWARDEE**



DR. KIRAN BEDI  
FORMER IPS OFFICER AND LT. GOVERNOR OF PUDUCHERRY

Dear Gautam,

I am delighted to write the foreword for your book "The Footage Whisperer: See What the Camera Saw."

Having known you for many years and witnessing your passion and dedication to the field of security and surveillance, I am convinced that this book will be a valuable addition to the realm of CCTV technology.

"The Footage Whisperer" sheds light on the critical aspect of auditing CCTV footage as a daily SOP, which is an overlooked part of video surveillance. It emphasizes the significance of turning raw data into actionable insights, ensuring that CCTV cameras fulfill their purpose of keeping us safe. While technology advances, we cannot forget that we need human expertise to interpret and act on the information gathered. In your poem, you eloquently express how AI and ML are essential, but it is the human element that remains divine. It resonates deeply with the essence of your book and its message.

I am heartened to learn that the Ministry of Skill Development and Ministry of Education are taking steps to introduce vocational training in CCTV video footage auditing. This initiative will not only create new job opportunities for the youth and those who retire from the forces, but also contribute to strengthening our nation's security.

Your commitment to raising awareness from policymakers to end-users about the importance of CCTV video footage auditing is commendable.

I wish you great success in your endeavour to make the world safer and more secure with Made in India COM-SUR.

Warm regards,

Dr. Kiran Bedi

# DR. VIKRAM SINGH

FORMER IPS OFFICER  
HON'BLE CHANCELLOR,  
NOIDA INTERNATIONAL UNIVERSITY  
FORMER DIRECTOR GENERAL  
OF UTTAR PRADESH POLICE



DR. VIKRAM SINGH  
FORMER IPS OFFICER  
HON'BLE CHANCELLOR - NOIDA INTL. UNIVERSITY

It gives me immense pleasure to write these few lines on a topic that is most contemporary, relevant and of great significance to our own security, that of our loved ones, our nation, and society as a whole.

Mr. Gautam D. Goradia is a pioneer in this field, who has invested a lifetime in pursuing international best practices and also the technological advances that make his innovations futuristic, not just contemporary. His book 'The Footage Whisperer' is indeed a road map for the future to ensure that CCTV cameras deliver optimal outcomes to one and all.

All researchers, all concerned with technological advances, as well as those pursuing this as a profession would benefit immensely by going through this book because it deals with a topic where few have pursued it so vigorously as Mr. Gautam D. Goradia.

I wish him all success and I would request him to consider writing another monograph like this after twelve months seeing how technological innovations like Artificial Intelligence, Machine Learning, Robotics, Drone technology have impacted our security.

Finally, it would only be right to mention about the National Service to our great nation as well as the Societal Purpose as have been mentioned in this book.

Best Regards,

Prof. (Dr.) Vikram Singh

# **SHRI RAJAN MEDHEKAR**

**FORMER IPS OFFICER**

**DIRECTOR GENERAL - INTERNATIONAL  
INSTITUTE OF SECURITY & SAFETY MANAGEMENT**

**FORMER DIRECTOR GENERAL  
NATIONAL SECURITY GUARD (NSG)**



SHRI RAJAN MEDHEKAR  
FORMER IPS OFFICER  
DG - IISSM  
FORMER DG – NATIONAL SECURITY GUARD (NSG)

It gives me immense pleasure to write this foreword for "The Footage Whisperer" – a remarkable guide to video auditing that I have the privilege of endorsing. Over the years, I've had the opportunity to witness the unwavering dedication and expertise of the author and his team at COM-SUR in the field of security and safety management.

Throughout my extensive tenure in the Indian Police Service, I've recognized the crucial role that CCTV cameras play in enhancing security measures. However, it is disheartening to see many users fail to fully capitalize on the potential of these surveillance systems. Valuable evidence is often lost due to theft or destruction of recording equipment. Moreover, the tedious task of auditing videos demands countless hours of scrutiny, akin to finding a needle in a haystack. Any negligence in this process can lead to wasted labour and, more importantly, the loss of critical evidence.

Enter video footage auditing, a process that involves analysing footage from diverse sources, including CCTV cameras, drones, and body-worn cameras, to extract valuable insights for various purposes, such as crime prevention, law enforcement, traffic management, disaster response, quality control, and customer service. Such an endeavour necessitates considerable time, resources, and expertise. Fortunately, COM-SUR has revolutionized video auditing, making it easy, fast, and efficient.

COM-SUR helps create video summaries, and generates intelligent video reports, succinctly summarizing the key events and activities captured in the footage. The software can handle any video type from any source, producing tailored reports according to the user's preferences and requirements. Furthermore, COM-SUR makes it easy to detect anomalies, threats, violations, and suspicious behaviours. While technologies like video analytics, AI, ML and so on can perform only those tasks for which they have been programmed (notwithstanding the huge problem of false positives), COM-SUR helps the users to discover issues that automated technologies are not programmed for, including the 'unexpected' or the 'unknown' ones.

"The Footage Whisperer" is a comprehensive and compelling guide that elucidates the features, benefits, and applications of COM-SUR across various domains. The book employs a simple, direct, and captivating style, making it accessible and appreciable for all readers. I extend my congratulations to Gautam and the entire team at COM-SUR for creating this invaluable resource. My sincere hope is that this book will inspire a wider audience to embrace COM-SUR and harness its potential to enhance the security and efficiency of its operations.

Rajan Medhekar

# **DR. KULDIP SHARMA**

**FORMER IPS OFFICER  
EXPERT IN LAW ENFORCEMENT,  
INVESTIGATION, AND PUBLIC ORDER  
MANAGEMENT. FORMER DIRECTOR GENERAL  
BUREAU OF POLICE RESEARCH  
AND DEVELOPMENT (BPR&D)**



DR. KULDIP SHARMA  
FORMER IPS OFFICER AND FORMER DG - BPR&D

In the Mahabharat, Sanjay is an advisor to the blind king Dhritarashtra and narrates to him the events as they unfold during the epic war between the Pandavas and the Kauravas. He has the gift of seeing events at a distance without being there- दिव्या दृष्टि- as if they were occurring, right in front of him. CCTV cameras precisely perform this function, excepting that it is not advisable to be a Dhritarashtra.

That is why it is with pleasure that I pen a few words as a foreword to the book, "The Footage Whisperer: See What the Camera Saw." One of the most important functions of a CCTV system is its ability to deliver secure and timely information that leads to greater safety and improved situational awareness of security and operational environments. However, its functions are even more powerful when integrated with other traditional security solutions such as access control, remote management tools and emergency communication systems.

Whether surveillance video is used by commercial or residential complexes, or whether it is utilized by the law enforcement agencies or investigators, there is a need for a procedure which is easy to understand and efficient as well as a workflow tool to achieve optimal outcomes from CCTV/surveillance video, and to bring about the much-needed standardization in terms of the interaction between the user and video.

The credit to deepen the understanding of this science which is now a sine qua non for safety and security in today's world, goes to Gautam D. Goradia, the Founder and CEO of COM-SUR. I have known him for some years and have witnessed his unwavering commitment to enhancing security through innovative solutions. One of his significant contributions is his role in creating a National Occupational Standard/Qualification Pack for CCTV Video Footage Auditors.

I must also acknowledge the heartening initiative taken by the Ministry of Skill Development and Entrepreneurship, Government of India to recognize CCTV Video Footage Auditors as a vocation and the Ministry of Education in introducing the same in grades 11 and 12. This book more than anything else removes the vacuum that exists regarding the utility and power of CCTV cameras, and in the process makes our environment safe and secure.

Dr. Kuldip Sharma



# SHRI N. RAMACHANDRAN

FORMER IPS OFFICER  
PRESIDENT AND FOUNDER,  
INDIAN POLICE FOUNDATION.  
FORMER DIRECTOR GENERAL  
ASSAM AND MEGHALAYA POLICE



**INDIAN  
POLICE FOUNDATION**



SHRI N. RAMACHANDRAN  
FORMER IPS OFFICER  
PRESIDENT AND FOUNDER, INDIAN POLICE FOUNDATION  
FORMER DG - ASSAM AND MEGHALAYA POLICE

'The Footage Whisperer,' takes its readers on a fascinating journey through the remarkable world of CCTV, delving into the ground-breaking software COM-SUR that revolutionized video auditing, surveillance, and investigation. The book uncovers the story of COM-SUR's development of this powerful auditing software, an extraordinary innovation addressing the most pressing challenges of video surveillance.

As the book unfolds, it takes its readers on a compelling exploration of the diverse applications of this game-changing software across numerous real-world use cases. From bustling airports to serene zoos, 'The Footage Whisperer' reveals how every business vertical's unique challenges can be met through strategic camera placement and the invaluable insights they provide. For security and investigative professionals interested in video surveillance and evidence gathering, this book could be an indispensable resource, offering invaluable guidance to harness the software's full potential.

One of the book's salient highlights is its recognition of the necessity for comprehensive and systematic incident reporting. Through a meticulous auditing process of CCTV footage, the limitations of live monitoring are effectively surmounted. This approach enables thorough analysis, precise pattern identification, and the extraction of meaningful insights, making it a potential game changer for police investigators and law enforcement agencies.

Indeed, the transformative impact of this ground-breaking software is increasingly recognized, not only for enhancing the effectiveness of video surveillance operations but also for fortifying overall security measures, fostering a sense of confidence and control. Through 'The Footage Whisperer,' readers witness how the perfect amalgamation of cutting-edge technology and specialized knowledge can unlock the true potential of video analysis.

Empowering users to "See What the Camera Saw" through intelligent auditing to the ingenious 'Blackbox' for smart data size reduction, the book delves into cutting-edge innovations that have revolutionized video surveillance approaches. The COM-SUR software can be a game changer for crime investigators, security and law enforcement professionals, as well as business owners and government officials to help obtain deep insights by automatically crunching mountains of video data. A good 'go-to' and reference book on leveraging video analysis for security, and crime investigation and various other law enforcement situations.

N. Ramachandran

# **LT. GENERAL PREM SAGAR**

**FORMER DIRECTOR GENERAL  
INTERNATIONAL INSTITUTE OF SAFETY AND  
SECURITY MANAGEMENT (IISSM).  
FORMER COMMANDANT OF COLLEGE OF  
MATERIALS MANAGEMENT, INDIAN ARMY**



LT. GENERAL PREM SAGAR  
FORMER DG - IISSM

My dear Gautam,

I vividly remember the first phone call we had over eight years ago when you shared your thoughts and ideas about the transformative potential of CCTV cameras in ensuring safety and security. Your passion for the subject was infectious, and it was evident that you had a unique vision for the proper utilization of this powerful technology.

Throughout the years, I have witnessed your unwavering dedication to the concept of daily auditing of CCTV footage. Your commitment to establishing the CCTV Video Footage Auditor's course is a testament to your foresight and belief in the value of this critical practice.

Having served in the Army for many years and later as the Director General of the International Institute of Security and Safety Management (IISSM), I understand the paramount importance of leveraging every resource at our disposal to ensure the safety of our nation and its citizens. The effective use of CCTV cameras is one such resource that can significantly impact security and crime prevention.

Your emphasis on regular and daily auditing of footage is not only commendable but also vital. This approach can lead to a multitude of benefits, including the timely detection of potential threats, swift response to emergencies, and valuable insights that can aid in preventing crimes before they occur. It is through such proactive measures that we can truly enhance the security landscape.

I wholeheartedly support your efforts in bringing the concept of CCTV video footage auditing to the forefront. Your dedication and passion for this cause are exemplary, and I have no doubt that your book, "The Footage Whisperer - See What the Camera Saw," will inspire countless individuals to take up this vital responsibility.

May your work continue to make our world a safer place, and I wish you every success in your endeavors.

With warm regards,

Lt. General Prem Sagar

# **VICE ADMIRAL ABHAY RAGHUNATH KARVE (RETD.)**

**INDIAN NAVY RECIPIENT OF  
PARAM VISHISHT SEVA MEDAL  
AND ATI VISHISHT SEVA MEDAL**



VICE ADMIRAL ABHAY RAGHUNATH KARVE (RETD.)  
INDIAN NAVY

Dear Gautam,

I am very happy to learn that you have authored the book titled 'The Footage Whisperer - See what the camera saw'. It gives me great pleasure to pen a few thoughts for your book, especially since we were school mates for nearly nine years in Mumbai and it is my privilege to have been associated with you for so many years since then.

Your book provides an overview of CCTV cameras and their potential to transform security for physical assets. Having served in the Indian Navy for several decades, I understand the significance of leveraging advanced technologies for surveillance and intelligence. The insights you present in this book resonate deeply with the ever-evolving needs of the security landscape.

With your expertise and dedication, you shed light on the art of CCTV Video Footage Auditing, an art and a science not much understood but which is fundamental for modern security practices. Your vision of empowering individuals to audit their footage daily not only strengthens physical security but also has the potential of promoting community policing and shared responsibility.

The value of this work goes beyond securing assets; it lies in fostering a safer environment for all. Your efforts to create job opportunities for CCTV Video Footage Auditors are commendable, as it not only addresses unemployment but also contributes to nation's security. In today's world, where every frame of footage holds potential clues, your book "The Footage Whisperer - See what the camera saw" acts as a guiding light for effective surveillance and swift resolution of crimes. Your passion for harnessing technology for the greater good shines through, and I have no doubt that your insights will make a significant impact.

Wishing you the best for this endeavour, and may your book inspire readers to embrace the power of vigilance and responsibility in building a safer and secure society.

Lastly, your dedicated service to the nation and your invaluable contributions to society are truly commendable.

Warm regards,

Vice Admiral Abhay Raghunath Karve

# **AIR MARSHAL M. MATHESWARAN**

**INDIAN AIR FORCE  
FORMER DEPUTY CHIEF OF INTEGRATED  
DEFENCE STAFF. PRESIDENT  
THE PENINSULA FOUNDATION**

**RECIPIENT OF ATI VISHISHT SEVA  
MEDAL AND VAYU SENA MEDAL**



AIR MARSHAL M. MATHESWARAN  
INDIAN AIR FORCE  
FORMER DEPUTY CHIEF OF INTEGRATED DEFENCE STAFF  
PRESIDENT – THE PENINSULA FOUNDATION

Dear Gautam,

Warm greetings to you on the occasion of your book, "The Footage Whisperer – See what the camera saw." As an Air Force Veteran and an individual deeply committed to national security, I am thrilled to learn about the subject matter you have chosen to explore in your book.

Throughout my 39 years of active service in the Indian Air Force, I have experienced the significance of advanced technologies and surveillance systems in bolstering our nation's defense capabilities. Your focus on CCTV Video Footage Auditing and its role in enhancing security resonates deeply with my experiences and convictions.

I must commend your dedication in highlighting the importance of daily audits for CCTV footage. As someone who has been involved in many Indian military projects and operated in many command and staff roles, including as a founder-member of the Nuclear Command (Strategic Forces Command), I understand the immense value of precise information in strategic decision-making. Your book's emphasis on meticulous surveillance and forensic examination reflects a thorough understanding of the evolving security landscape.

Also, your initiative to create job opportunities for CCTV Video Footage Auditors is commendable. Your vision for empowering individuals with the expertise to analyze and interpret surveillance data is both forward-thinking and vital.

"The Footage Whisperer – See what the camera saw" will undoubtedly serve as an essential resource for professionals and enthusiasts in the field of security. Your efforts to shed light on the untapped potential of CCTV cameras and the impact of daily audits will contribute to building a safer and secure future.

I extend my best wishes for the success of your book and applaud your contributions to the security and surveillance domain.

May your work inspire a new generation of vigilant citizens and security professionals who are dedicated to protecting our great nation.

Warm Regards,

Air Marshal M. Matheswaran



**COL. ANIL KUMAR POKHRIYAL**

**CHIEF EXECUTIVE OFFICER  
MANAGEMENT & ENTREPRENEURSHIP  
AND PROFESSIONAL SKILLS COUNCIL (MEPSC)  
UNDER THE MINISTRY OF SKILL DEVELOPMENT  
AND ENTREPRENEURSHIP  
GOVERNMENT OF INDIA**



COL. ANIL KUMAR POKHRIYAL  
CHIEF EXECUTIVE OFFICER - MEPSC

Dear Mr. Gautam D. Goradia,

Greetings from Management & Entrepreneurship and Professional Skills Council (MEPSC)!

Team MEPSC is delighted to extend our heartfelt appreciation for your remarkable book "The Footage Whisperer", which delves into the world of CCTV video footage auditing, smart backup, and standardized intelligent incident reporting. This book comes at a crucial time when the demand for skilled manpower in the Private Security Industry is escalating, and effective surveillance measures are of paramount importance.

Management & Entrepreneurship and Professional Skills Council (MEPSC) takes pride in being associated with your esteemed company in the development of National Occupational Standards for CCTV Video Footage Auditors. MEPSC has already paved the way for 58 Qualifications/National Occupational Standards (NOS) that have certified over 7+ lakh trainees, empowering them with the necessary skills to excel in the Skilling ecosystem.

Your book serves as an invaluable guide, advocating the need for daily auditing of CCTV footage as a standard operating procedure, resulting in enhanced security and optimal outcomes. By offering insights and practical solutions, "The Footage Whisperer" complements our vision to create industry-endorsed Qualifications for a skilled workforce, thereby addressing skill gaps and shaping futuristic job roles.

We are especially proud on our collective efforts as India leads the way in setting up a Qualification/National Occupational Standards for CCTV Video Footage Auditors. This pioneering initiative opens new doors of opportunity for women and men with diverse backgrounds, contributing to their personal growth and nation-building endeavours in the new age of Urbanization.

It has been a pleasure to work with you in collaboration with the Ministry of Skill Development and Entrepreneurship (MSDE), Government of India, and together with the Ministry of Education (MoE), Government of India to introduce the CCTV Video Footage Auditor course in grades 11 and 12. Your dedication to promoting excellence in this domain is commendable.

On behalf of MEPSC, I extend our best wishes for the success of "The Footage Whisperer". May it serve as a beacon of knowledge, guiding readers and learners alike towards a safer and more secure future.

With warm regards,

Col. Anil Kumar Pokhriyal

# **MAJ. MAROOF RAZA**

**DEFENCE ANALYST**

**FORMER INDIAN ARMY OFFICER**

**NATIONAL SECURITY COMMENTATOR IN MEDIA**

**MENTOR-SWI HOMELAND SECURITY INITIATIVE**



MAJ. MAROOF RAZA  
DEFENCE ANALYST  
FORMER INDIAN ARMY OFFICER  
NATIONAL SECURITY COMMENTATOR IN MEDIA  
MENTOR-SWI HOMELAND SECURITY INITIATIVE

Dear Gautam,

It brings me immense pleasure to pen this foreword for your remarkable work, "The Footage Whisperer - See What the Camera Saw". Our journey together over the years has been marked by a shared passion for pushing the boundaries of CCTV surveillance. Your zest to showcase COM-SUR at multiple events to make it a go-to surveillance system for vast military areas, the industry, and industrial bodies both in India and overseas has been most impressive.

I distinctly remember the day you reached out, a few years back, with the idea of apprising Mr. Ratan Tata about COM-SUR. I cannot forget that meeting with Mr. Tata, and the ease with which you orchestrated the same. Our friendship, which has grown stronger with time, is a testament to the shared vision we hold for transforming the way surveillance is approached. From our initial conversations to our collaborative efforts at various forums, it's been a privilege to witness your dedication firsthand.

Your commitment to revolutionizing surveillance practices, particularly through the concept of CCTV video footage auditors, has been unwavering. The strides you've made in elevating compliance standards and optimizing surveillance workflows are nothing short of remarkable. I am heartened by your drive to not only enhance security but also to empower individuals with the tools to safeguard their surroundings actively.

As a retired officer of the Indian Army, I deeply appreciate your National Service initiative, offering COM-SUR to the Indian forces at no cost. This gesture underscores your commitment to our nation's security and well-being.

It is heartening to see your journey unfold, from leading a thriving textiles business to becoming the driving force behind COM-SUR. Your determination to empower every user with the tools to become a 'forensic examiner' speaks volumes about your innovative thinking and dedication.

Your book stands as a testament to your vision and commitment, and I am confident that it will inspire countless individuals to view surveillance in a new light. I am excited to see the impact your work will continue to have on the realm of national security and beyond.

Warm regards,

Maj. Maroof Raza

# **GARRY SINGH**

**PRESIDENT - IIRIS CONSULTING**

**A CONSULTING FIRM FOR COMPLIANCE,  
SAFETY, AND RISK MITIGATION ISSUES**



GARRY SINGH  
PRESIDENT - IIRIS CONSULTING

Generally, there are just one or two 'One Man Army' in an era, that can change the entire thought process of an industry with their grit and determination. Mr. Gautam D. Goradia is that rare gem who has ensured that the CCTV industry keeps getting more effective and smarter. He has not only created a modern-day thoughtful application, but has also tirelessly worked on creating standards, skill curriculums, and certifications as well.

His book "The Footage Whisperer: See What the Camera Saw" is a fantastic grouping of his knowledge and understanding. Every word will act as a great learning for the experienced as well as for the youth. Gautam presents his exceptional ability to strategize and also operationalise the strategy through numerous chapters of the book. I am sure his sustained work to standardize the CCTV signage will also be garnering immense success soon. The diverse applications for various industries and scenarios are very well highlighted. I really see this work as equivalent to a textbook for the CCTV industry.

IIRIS Consulting conducts many different types of security designs including modern adoption of CCTV usage. We feel glad that we have Gautam to foster innovation.

Gautam Bhai – Keep Rocking!

Warm regards,

Garry Singh

**G. B. SINGH**

**EDITOR-IN-CHIEF  
SECURITY TODAY &  
SECURITY UPDATE MAGAZINES**



G. B. SINGH  
EDITOR-IN-CHIEF  
SECURITY TODAY & SECURITY UPDATE MAGAZINES

I was pleasantly surprised and honoured when my friend of many years, Gautam D. Goradia invited me to write a Foreword for his book "The Footage Whisperer".

Gautam is a professional who first conceived the idea and developed the methodology, as the book reveals, of conveniently reviewing the video images generated by CCTV cameras to unearth the nuggets of information and subsequently reporting and storing the data efficiently, often leading to the solving of crimes, as well as preventing them from happening, among many other use cases of this simplistic approach. His relentless pursuit of his idea and concept has resulted in the development of COM-SUR™ a software that promises to unlock the true value of video surveillance.

Water, water, everywhere,  
Nor any drop to drink

As the book starts with a poem, I too would like to quote a stanza from The Rime of the Ancient Mariner, a poem by Samuel Taylor Coleridge, 'Water Water Everywhere But Not a Drop To Drink', which is used to suggest that despite being surrounded by something, you cannot benefit from. It explains the irony as to how the presence of water in abundance is of no use to the sailors. The water of the ocean is salty, and thus inappropriate for the sailors to quench their thirst. Similarly, users of video surveillance systems may find themselves deluged in zettabytes and yottabytes of data in the form of video footage, which may not be of use, unless you know what to look for, and where!

Tracking down valuable information in this abundance of video data can be a daunting task. To get the most out of modern HD video capabilities, you need help in managing the huge volume of recorded video. While intelligent search and analysis capabilities are offered by leading VMS and PSIM manufacturers which, without doubt, are powerful automation tools in large scale video surveillance systems, the technology still has a long way to go. Auditing of the camera feeds by someone who is familiar with the site and is aware of the situation on a daily basis is likely to detect loss incidents and instances of non-compliance, identify trends, and detect additional anomalies more reliably. A trained human brain still remains unmatched.

Gautam's endeavours in building awareness of COM-SUR™ and his perseverance in introducing it to the academia, and even starting a CCTV Video Footage Auditor's vocational course for Grade XI & XII students is indeed laudable. Catching them early and imparting vocational training to the youth in the usage of video surveillance systems and auditing of its footage will go a long way in building up their observational, analytical, and reporting skills. Their subsequent induction in the formal workforce of the security sector will add to capacity building in the fight against crime.

Wishing him all the very best, and the book, "The Footage Whisperer", a roaring success!

Warm Regards,  
G.B. Singh



# **S. RAJENDRAN**

**IITM'82, IIMC'84**

**MENTOR AND BUSINESS STRATEGY**

**CONSULTANT FOR**

**START-UPS AND CORPORATES**



S. RAJENDRAN  
IITM'82, IIMC'84  
MENTOR AND BUSINESS STRATEGY CONSULTANT

Transformational! That is the word that springs to mind when one gets to read this wonderful book by Shri Gautam D. Goradia. It dawns upon the reader that the potential to 'transform' the security ambience is truly limitless. Both in our nation and globally. Both for forensics and prevention. Both in commercial and the consumer space. Both for security and for productivity. Both for skill enhancement and job creation. Such 'twin' combinations can go on!

What makes the book so appealing, apart from the lucid language is the explanation of the capability of the powerful tool with graphics and screen shots, so the lay reader can quickly graduate to understand the potency of COM-SUR in its entirety.

Gautam has spared no efforts in putting down the wealth of knowledge that he has accumulated over the years across a diverse range of industries. This tome captures the context and the peculiarities to each of the verticals and the applicability of the COM-SUR solution in such a targeted, compelling way. The universality of the solution is brought out so elegantly in covering the gamut of alphabets from A to Z! Going through the various contextual elaborations makes it like a novel! Gripping and unputdownable.

Terming it as an encyclopaedia for CCTV audit may seem appropriate, but that does not do full justice to the width and depth of knowledge that Gautam has shared. So selflessly. So graciously. This is again reflected in the noble act of Gautam making available COM-SUR for free for specific, highly sensitive domains like Defence & Law Enforcement, Places of Worship, budget-constrained Government Schools, and Zoos reflecting his passion and commitment for enabling easy adoption to make a powerful impact both as a National Service and for the good of the Society.

Indeed, much like India has gained salience globally in its software prowess, the approach by COM-SUR, for enabling elegant auditing of CCTV footage, with its powerful solution, can open up a completely new, high growth avenue for our country to be the catalyst for ushering in a more 'safe and secure' world. It is worthy of being taken up as a 'mission mode' project by the Government of India to propel this initiative to scale across the globe.

In conclusion, it must be stated, that the creative genius of Gautam is so evident in the manner in which he has condensed the complete value proposition of Auditing of CCTVs in a very crisp and engaging manner in the poem 'The Footage Whisperer' at the beginning of the book.

Wishing Gautam D. Goradia and the team at COM-SUR the very best in their pursuits.

S. Rajendran

# **VLADO DAMJANOVSKI**

**MANAGING DIRECTOR  
VIDEO IP DIGITAL IMAGING LABS  
CCTV SPECIALIST, INVENTOR,  
AUTHOR, LECTURER**



VLADO DAMJANOVSKI  
MANAGING DIRECTOR - VIDEO IP DIGITAL IMAGING LABS

"The Footage Whisperer" - what a title! I am immediately impressed and inspired.

I am deeply honoured that my colleague, and old friend, Gautam D. Goradia asked me to write a foreword for this book - "The Footage Whisperer". And no, its not only the title that impressed me, it is the concept itself, on over 250 pages, classified by industry and type of usage, for everybody to understand and make the most of his/her work in the CCTV field. Easy and simple to follow and implement, all is there, from A to Z.

Certainly, you can't miss the beautiful poem in the beginning of the book. It is a unique creation. Certainly unique in our industry filled with cameras, VMSs, NVRs, IR illuminations and plenty of PTZ controls. It is a poem that reminds us - we are humans and empathy and understanding is behind this book project. I can see, I can feel, the book is created with a real human touch. You won't find this in ChatGPT, nor any other modern AI product. They miss the human's main differentiating characteristics: empathy, love, feelings.

Gautam spells this absolutely correct in his poem:

AI and ML, and all that are fine.  
But finally, it's the human touch, the divine.  
In this world of technology, we must agree,  
Humans bring intuition and empathy.

There hasn't been a system that was not designed by a human, that's for sure (at least up until now). But, sometimes, a question could be asked: "How human is the human?" No matter how good your camera is, somebody has to see what the camera has seen, and make a conclusion or decision, if what was seen was it humanly good or bad? Only humans can make such judgement!

This is where COM-SUR fits in. With COM-SUR, trained professionals - humans, can make such analysis and make a difference. Simple, functional and human. I am sure Indian CCTV professionals will be proud of this important publication, and I am certainly very proud to be able to call Gautam Goradia my colleague and friend.

Wishing you all the best with this publication.

Vlado Damjanovski

# **MIKE NEVILLE**

**MANAGING DIRECTOR  
SUPER RECOGNISERS INTERNATIONAL AND  
NEVILLE FORENSIC RECOGNITION**

**FORMER HEAD OF CENTRAL FORENSIC  
IMAGE TEAM AT NEW SCOTLAND YARD  
PROFESSIONAL MEMBER OF THE CHARTERED  
SOCIETY OF FORENSIC SCIENCES  
AND THE FORENSICS COMMITTEE OF THE  
INTERNATIONAL ASSOCIATION OF CHIEFS  
OF POLICE**



MIKE NEVILLE  
MANAGING DIRECTOR - SUPER RECOGNISERS  
INTERNATIONAL AND NEVILLE FORENSIC RECOGNITION

Dear Gautam,

I hope this message finds you well. It's been a pleasure knowing you for many years and witnessing your pioneering work in the field of CCTV video footage auditing and security solutions. Your dedication to enhancing the effectiveness of CCTV cameras has been truly inspiring.

Having been the Detective Chief Inspector, who established the Central Forensic Image Team, together with the world's first human Super Recogniser Unit at New Scotland Yard, I can say with great confidence that even the most advanced technology requires the right human touch to bring out its full potential.

I commend you on your book "The Footage Whisperer" which is a comprehensive compendium that addresses the challenges faced by various businesses, who utilise CCTV cameras to protect their premises. Your work and vision are valuable contributions to the security industry, and I am confident that your book will inspire readers.

Your innovative software, COM-SUR, stands out as a remarkable solution that bridges the gap between technology and human expertise. The focus on auditing CCTV footage daily and harnessing the power of human intervention is vital in ensuring that crucial information does not go unnoticed. Too often, after terrorist attacks or major crimes, the police establish that the perpetrators had been captured on video several times conducting reconnaissance of the venue. If this suspicious behaviour had been spotted during a daily audit, as you recommend, the attack or offence could have been prevented.

I believe this approach aligns perfectly with the ethos of my work with Super Recognisers, where we rely on officers' exceptional face memory skills to identify offenders and link crimes by images.

Once again, congratulations on your remarkable achievements, and I wish you continued success in your endeavours.

Mike Neville

**AUDITING IS  
FUNDAMENTAL.**

**EVERYTHING ELSE  
IS PERIPHERAL!**

**CAMERAS HAVE LENSES.  
HUMANS HAVE EYES!**

**LET'S MAKE CAMERAS  
'ACCOUNTABLE'**



## **GAUTAM D. GORADIA**

FOUNDER & CEO

[www.comsur.biz](http://www.comsur.biz)

### **Unleashing the Potential of CCTV Technology - Frame by Frame**

It was the year 2013 when we chanced upon a game-changing revelation and recognized the immense untapped potential of CCTV technology. Fuelled by this realization, we embarked on a remarkable journey to develop a groundbreaking software that would deliver unparalleled value to businesses and governments alike. Early adopters were awestruck by its astonishing capabilities, likening it to the legendary "MS Office" of CCTV, while visionaries hailed it as the epitome of future technology that, besides standardizing the 'way' users should interact with surveillance video, it would ensure that CCTV cameras do not remain as 'fit and forget'.

### **COM-SUR™ - The Missing Piece of the CCTV Puzzle - The Best 'Mousetrap'**

This remarkable creation bears the name 'COM-SUR' (COM-plete SUR-veillance), a software of extraordinary calibre, crafted meticulously on a robust. Net and SQL platform. It stands unrivalled, for it is the sole CCTV video footage auditing, smart backup, and standardized intelligent incident reporting solution the world has ever witnessed; the very piece that completes the intricate puzzle of the CCTV realm. COM-SUR possesses unparalleled adaptability, seamlessly integrating with cameras (and VMS) of all kinds, including Drones/UAVs, Body-worn devices, and more, irrespective of their brand or type. Its versatility knows no bounds, empowering users with a comprehensive and all-encompassing tool for their surveillance needs, acting as the best 'mousetrap'.

### **Addressing the Challenges of CCTV Technology**

As we delved deeper into the venture, we gained invaluable insights through hands-on experience. It became evident that CCTV cameras worldwide were capturing an immense volume of information, overwhelming users with an abundance of data yet offering too few actionable insights. The challenge lay in effectively converting this visually rich data into meaningful and valuable knowledge. Existing video analytics and AI/ML/DL approaches, though promising, proved to be limited in scope, costly, and out of reach for many. Furthermore, they fell short in addressing critical concerns, such as identifying potential threats like recesses before a heinous crime, like a terror attack, could take place. Again, none



of these solutions offered an all-encompassing answer which included the possibility of quickly going through the entire footage, reducing data-size, and providing the means to report in a standardized manner. COM-SUR does all of this very elegantly thereby complementing such solutions.

### **Auditing – Missing Piece 1 - Empowering Users to "See What the Cameras Saw"**

In order to address these challenges, a paradigm shift in thinking was necessary. It was crucial to highlight to every user of surveillance cameras the importance of adopting a standard operating procedure - the act of personally "seeing what the cameras saw". This concept went against the prevailing tide, as the world embraced automation and centralized surveillance. However, we firmly believed that human intervention could never be replaced, as technology alone could not capture every exceptional event. Each user possessed the best situational awareness, making on-site evaluation essential for optimal results. With this in mind, COM-SUR was meticulously developed to empower users to personally audit their own footage within minutes, ensuring that vital information was not diluted, and timely action could be taken. Like an early-warning system, this approach enabled users to uncover the unknown and unexpected, capitalizing on their own situational awareness to swiftly implement corrective and preventive measures. By doing so, COM-SUR significantly enhanced the ability to prevent crime, fraud, and losses, expedited the resolution of criminal activities, identified instances of non-compliance, and improved operational efficiency. In essence, COM-SUR emphasized the paramount importance of auditing the entire day's footage, a task made effortless and accessible through its intuitive interface.

### **Smart Backup – Missing Piece 2 – Data Size Reduction and the ‘Blackbox’**

In addition to the challenges mentioned earlier, the world of CCTV also grappled with the issues of data size and the vulnerability of recorders to theft, destruction, failure, and tampering, resulting in the loss of crucial evidence. COM-SUR tackled these obstacles by employing a unique approach. It converts live or recorded video into a series of images, capturing the precise moment when the I, P, and B frames converged within each second - the ‘moment’ that can be seen as the 'finished product'. This innovative method not only significantly reduced data size from terabytes to gigabytes, but it also established a cost-effective disaster recovery mechanism. Furthermore, the images produced by COM-SUR serve as valuable training data for AI/ML/DL models, driving further advancements in the field.

### **Intelligent Standardized Incident Reporting – Missing Piece 3**

The COM-SUR team also recognized the importance of standardized and comprehensive incident reporting. They questioned why incident reports should vary by geography when incidents themselves do not. In response, COM-SUR introduced a ground breaking solution - a one-click feature that generated a standardized and intelligent .pptx template. This template captured the essential elements of incident reporting: the 5Ws (what, when,

where, why, who) + 1 H (how), along with embedding the relevant video footage within the template. By streamlining the reporting process, COM-SUR ensured that critical information was documented consistently and efficiently, even in situations where the recorder was tampered with or was unavailable. The meta-data captured by this template also offered business intelligence and data analytics.

### **Overcoming Challenges and Gaining Global Recognition**

Building a product like COM-SUR was no easy feat, particularly when challenging the existing mindset. We dedicated extensive efforts to showcase COM-SUR, conducting hundreds of demonstrations at events worldwide, and won several awards. Recognizing that COM-SUR was designed for the global market, gathering feedback from customers across different countries was crucial. To ensure accessibility, short videos introducing COM-SUR were created and translated into dozens of Indian and international languages, reaching a diverse audience.

### **MoUs with Policy Makers**

Although the market for COM-SUR was expansive, encompassing CCTV users from Airports to Zoos and everything in between, the early focus was on garnering the attention of policymakers. This proved to be a challenging task, but through persistent efforts, COM-SUR secured Memorandums of Understanding (MoUs) among others with esteemed institutions like the Rashtriya Raksha University, The Indian Police Foundation, R.V. College of Engineering, and the Atmiya University. Additionally, COM-SUR gained traction among early adopters who recognized its potential. A significant milestone occurred in 2017 when an article highlighted the mandate in Raipur, a district with over 2,000 schools, requiring daily footage audits by all educational institutions. This served as a powerful testament to the effectiveness and importance of CCTV video footage auditing. It is only a matter of time before similar mandates are enacted across India and the globe, reinforcing the growing recognition of the value COM-SUR brings.

Article: [https://www.comsur.biz/Raipur\\_Collector\\_Order.pdf](https://www.comsur.biz/Raipur_Collector_Order.pdf)

### **Establishing Standards – New Skill – ‘CCTV Video Footage Auditor’**

One of the remarkable achievements of COM-SUR was the establishment of a National Occupational Standard for the skill of CCTV Video Footage Auditor by the Ministry of Skill Development in India. This pioneering standard, developed in collaboration with MEPSC (the sector skill council), was not only the first of its kind worldwide but also expanded to become a vocational subject for grades 11 and 12 in schools, endorsed by the Ministry of Education in India. This recognition underscores the significance and value of the skill in the evolving landscape of surveillance technology.

National Qualifications Register: <https://bit.ly/3XReODE>

## **CCTV Video Footage Auditor’ course documents:**

- a) Qualifications Pack: <https://bit.ly/42Vqsze>
- b) Model Curriculum: <https://bit.ly/42YpXUV>
- c) Participant Handbook (English): <https://bit.ly/3BJEism>
- d) Participant Handbook (Hindi): <https://bit.ly/45jygwb>
- e) Facilitator Guide (English): <https://bit.ly/3OBc8rn>
- f) Facilitator Guide (Hindi): <https://bit.ly/3om8oiG>

Vocational Curriculum for ‘CCTV Video Footage Auditor’s course for grades 11 and 12:  
<https://bit.ly/3MtrbAD>

MEPSC: <https://www.mepsc.in/>

## **National Service and Societal Purpose - A Vision for a Safer World**

After nine years of unwavering dedication and tireless efforts, the creators of COM-SUR are poised to accelerate customer acquisition and make a profound impact on global safety and security. With a robust product and a comprehensive understanding of unit economics and distribution strategies, COM-SUR offers a free\* ‘HOME’ version to promote community policing and alleviate the burden on law enforcement. Additionally, our unwavering commitment to societal well-being has led us to provide the COM-SUR 'BUSINESS' version for free\* at vulnerable locations such as places of worship, budget-constrained government schools, and zoos worldwide, envisioning a safer world where potential threats are thwarted through daily CCTV footage audits. In a gesture of deep respect and gratitude for the sacrifices made by the Indian Police, Paramilitary, and Defense Forces, as a National Service, COM-SUR's highest version, 'ULTIMA,' is made available to them at no cost. \*

## **Photos shot using a mobile phone - swiping is akin to auditing**

After capturing a series of delightful moments on mobile devices, every single person scrolls through the images, one by one to “see what the camera saw”. The technology of the phone can only do so much, i.e., show the photos. It cannot however tell one which photo is good, which should be deleted or edited, which should be shared, and which should be saved forever! This has to be done by every individual – the human! COM-SUR is just that! Like MS Office, it is a great tool to make things easy, efficient, and standardized for every user of surveillance cameras.

## **Promoting Standardization: Universal CCTV Signage**

In the pursuit of enhanced safety measures, it is imperative to embrace standardization even in the CCTV signage. To achieve a global consensus, a unified approach should be adopted, featuring a consistent size, color, and a powerful message that resonates with all:

**"FOR EVERYONE'S SAFETY, WE AUDIT CCTV FOOTAGE EVERYDAY."**

This impactful message should be prominently displayed in both English and the local language, ensuring effective communication across diverse communities.

### **Book Overview: Illuminating the Video Surveillance Landscape**

Within the pages of this book, we embark on a captivating journey through a compilation of 100+ real-world use cases, spanning diverse business verticals from airports to zoos (A to Z). Delving into the intricacies of the video surveillance industry, we explore the unique challenges faced by each vertical and discover the strategic placement of cameras that unveils a world of insights. This comprehensive guide serves as an indispensable resource for anyone involved in video surveillance, empowering them to harness its full potential and drive success in their respective domains.

#### **‘THE FOOTAGE WHISPERER’ - EVERY FRAME MATTERS**

Welcome to the captivating world of ‘The Footage Whisperer’, where every frame holds the truth waiting to be unveiled, and the unfolding narrative reveals the unseen.

Through the lens of our software, we transcend the boundaries of surveillance, delving deep into the heart of each audited moment. This is a story that goes beyond mere images, empowering you to discover the profound insights that lie within the cameras' gaze.

Audit with confidence, for why suffer when clarity is within reach?

**CONVERT GARBAGE INTO GOLD!**

Gautam D. Goradia

Founder and CEO

[www.comsur.biz](http://www.comsur.biz)

**E:** gautam [at] comsur [dot] biz

#### **Video: The Story**

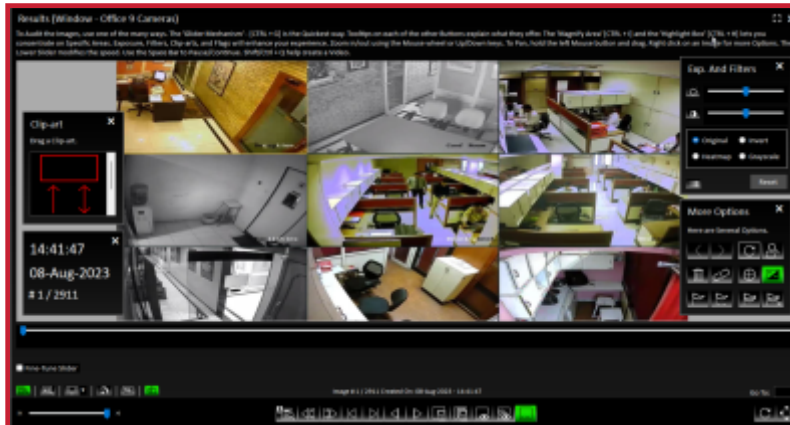
<https://www.youtube.com/watch?v=Qe-c5-mMAjs>



**INDIA IS THE ONLY COUNTRY IN THE WORLD TO HAVE NOMINATED  
A DAY AS AN ‘AUDIT DAY’ – 16TH NOVEMBER 2021 IS THE DAY WHEN  
HON’BLE PRIME MINISTER SHRI NARENDRA MODIJI  
ANNOUNCED THE SAME.**

## ELEGANT INTERFACE

SKIM THROUGH HOURS OF FOOTAGE IN MINUTES



FORENSIC/FALSE COLORS MAKE  
ISOLATION/DISCOVERY EASY



## UNIVERSAL CCTV SIGNAGE

## IT'S TIME TO STANDARDIZE



LOGO

FOR EVERYONE'S SAFETY...

**WE AUDIT CCTV  
VIDEO FOOTAGE  
EVERYDAY!**

सबकी सुरक्षा के लिए...

# हम सीसीटीवी वीडियो फुटेज की ऑडिट रोज़ करते हैं !

## SET YOUR DAILY AUDITING TIME TABLE

[illegible]

## **THE PAULO'NEIL STORY - LEADERS – TAKE THE LEAD – AUDIT YOURSELF**

Leadership's active involvement in reviewing CCTV footage can play a pivotal role in accountability, quality assurance, and informed decision-making. Inspired by the story of Paul O'Neil, the parallels with MS Office, and the ALCOA principle, this topic highlights the reasons why leaders should personally dedicate time to skim through the footage themselves.

### **The Paul O'Neil case: a lesson in leadership and active involvement**

Paul O'Neil's leadership at Alcoa exemplifies the value of personal engagement in critical areas. By actively involving themselves in CCTV footage review, leaders can improve oversight, foster a culture of continuous improvement, and vigilance.

### **Duty of care**

Leaders bear the responsibility of protecting their organizations, employees, and stakeholders. Though time limitations and delegation challenges exist, dedicating a small portion of their time to personally review CCTV footage is an investment in enhanced security, risk management, and organizational resilience. By directly engaging in the review process, leaders exemplify a proactive approach to safety and security, setting an example for others to prioritize these aspects.

### **The value of personal review**

Despite time constraints, leaders can benefit significantly from personally reviewing CCTV footage. They can gain valuable insights, detect emerging issues, and make informed decisions based on real-time information that automated systems might miss. Their presence and engagement can inspire accountability among employees, fostering a shared responsibility for security and compliance.

### **Tailored approach: focusing on relevant cameras**

Leaders can adopt a tailored approach by focusing their review on cameras relevant to their roles and responsibilities. Strategic allocation of time to review specific cameras ensures comprehensive oversight of critical areas while effectively managing workload.

### **The Alcoa principle and accountability**

Applying the ALCOA principle to the review of CCTV footage can demonstrate leaders' commitment to accountability and quality assurance. They can promptly identify, document, and address incidents, compliance issues, and potential threats, fostering a culture of responsibility throughout the organization.

## **Conclusion**

Leaders' active involvement in auditing CCTV footage contributes to accountability, quality assurance, and informed decision-making. Like MS Office, COM-SUR simplifies footage review, empowering leaders to stay ahead of emerging issues, enhance security, and drive continuous improvement in their operations.

**AUDITING IS LIKE CONTINUOUS INVESTIGATION  
IT MUST NEVER STOP**

As seen above, CCTV surveillance is common in every business vertical world over, but footage is often only reviewed reactively. We realized this problem early-on and what you have in COM-SUR is a complete "workflow" for your video surveillance activities. Besides auditing, COM-SUR also offers exceptional investigative capabilities.

### **Live Monitoring v/s Auditing**

Several users have a dedicated control room with operators, set up for live monitoring of CCTV cameras. However, monitoring CCTV footage can present several challenges that impact its effectiveness. Video blindness, where operators may become desensitized or overwhelmed by the volume of video feeds, can lead to missed incidents or critical details. Poor operator attention span can result in lapses in surveillance, compromising security. Boredom and monotony can also contribute to decreased alertness and attentiveness. Additionally, operator bias and subjective interpretations may affect the accuracy and reliability of monitoring activities. Factors such as operators not being at their seats can further undermine the continuous observation and immediate response required for effective monitoring.

In contrast, auditing CCTV footage is a more dedicated and focused process. It allows for a thorough and systematic review of recorded footage, enabling analysts to carefully analyze specific incidents, patterns, or areas of interest. Unlike monitoring, auditing is not constrained by real-time pressures or the need for immediate response. This dedicated approach provides an opportunity to leverage technology, tools, and specialized expertise to extract valuable insights, identify trends, and detect anomalies. By eliminating the real-time pressures and distractions inherent in monitoring, auditing can yield more comprehensive results and mitigate the challenges associated with continuous observation.

### **De-centralized surveillance + centralized surveillance = optimal results**

Organizations with multiple locations struggle with centralized video surveillance due to infrastructure cost, internet bandwidth, and operator limitations. De-centralized



surveillance offers higher accountability at each location and better situational awareness, leading to more chances of discovering exceptions.

### **Compliance Audits**

Several organizations carry out compliance audits on a regular basis to avoid the potential consequences of non-compliance. A compliance audit examines how well an organization adheres to compliance requirements. Some organizations use video surveillance to monitor compliance issues and audit recorded CCTV video footage from time to time for investigating and preventing compliance issues. Auditing CCTV provides actionable insights on the level of compliance within the organization.

### **AI - How to make it more effective**

The solution to making AI more effective lies in continuous learning from real-world incidents through post-event auditing. COM-SUR provides exactly this capability, enabling AI models to evolve based on audit findings and incidents that go beyond real-time detection. By auditing daily footage, capturing exceptions, and feeding this data back into AI models, the accuracy of AI systems can be significantly improved, helping to reduce false alarms and enhance detection capabilities.

Auditing ensures that AI learns from what might have been missed in real-time, allowing it to adapt to the unique requirements of different environments. Whether it's improving facial recognition accuracy or refining anomaly detection, this continuous feedback loop makes AI smarter and more reliable over time.

However, it's essential to recognize that AI, like any automated technology, can only perform tasks it's programmed for. It cannot account for every possible scenario or exception, leaving certain areas outside its programmed scope. This is why human intelligence and intervention will always play a vital role in verifying and refining AI outcomes.

Let us remember that while computers can 'see', it is human observation that truly interprets and acts on what is seen. COM-SUR simplifies and enhances this critical process, leading to more effective and insightful results.

Note: Read our detailed White Paper on this topic at [www.comsur.biz](http://www.comsur.biz)



## OUR NATIONAL SERVICE

In line with our National Service, COM-SUR 'ULTIMA' version (highest version) per se, is available without cost (conditions apply) on an 'as is' basis to the entire Indian Police, Para Military, and Defence Forces. The spirit of the National Service is to offer a Made in India product to those forces that protect our country from internal as well as external threats.



# OUR SOCIETAL PURPOSE – A VACCINE ONCE AGAIN FOR THE ENTIRE WORLD FROM INDIA!

Because we are so convinced that ‘COM-SUR’ will bring exceptional value to all users of CCTV world-over, COM-SUR ‘BUSINESS’ version is available for free (conditions apply) on an ‘as is’ basis to: (i) All places of worship world-over (think of the multiple terror attacks at places of worship across the world) (ii) All budget-constrained government schools (think of the school shoot-outs, to abuse of various kinds across the world) (iii) All Zoos world-over (think about animal cruelty, theft, and so on across the world).



# **RISK AND UNCERTAINTY THEORIES AND COM-SUR'S ROLE IN MITIGATING THEM**

In an era where uncertainties loom large, organizations face the constant challenge of identifying and addressing potential risks that may impact their operations. Traditional risk management often falls short when dealing with unexpected and highly impactful events. Here we introduce how daily CCTV Video Footage Auditing, facilitated by COM-SUR, can play a pivotal role in mitigating these risks.

## **Understanding Risk Theories:**

### **1. Precautionary Principle:**

- Description: Advises caution and preventive action in the face of uncertainty.
- Mitigation through Daily CCTV Footage Auditing: Regular auditing acts as a precautionary measure, allowing for the early detection and resolution of potential issues, minimizing the impact of unforeseen events.

### **2. Pareto Principle (80/20):**

- Description: Majority of effects come from a minority of causes.
- Mitigation through Daily CCTV Footage Auditing: Identifying critical incidents through auditing allows focused efforts on addressing the root causes, aligning with the principle's focus on essential factors.

### **3. Black Swan Theory:**

- Description: Highly improbable and unpredictable events with massive impact.
- Mitigation through Daily CCTV Footage Auditing: Auditing daily helps in identifying and understanding unexpected incidents, enhancing preparedness for unforeseen events.

### **4. Black Elephant:**

- Description: Large, obvious, and probable challenges often ignored.
- Mitigation through Daily CCTV Footage Auditing: Auditing helps in recognizing and addressing significant challenges, preventing them from becoming crises by addressing them in their early stages.

### **5. Fat-Tailed Distribution:**

- Description: Extreme events occur more frequently than predicted

by a normal distribution.

- Mitigation through Daily CCTV Footage Auditing: Auditing captures and analyses data from various incidents, helping in understanding patterns and behaviours, crucial in dealing with fat-tailed events.

## **6. Knightian Uncertainty:**

- Description: Differentiates between risk and unmeasurable uncertainty.
- Mitigation through Daily CCTV Footage Auditing: Auditing provides insights into both measurable risks and uncertainties, aiding in decision-making and adapting strategies to the evolving situation.

## **7. Antifragility:**

- Description: Systems or entities benefit and grow stronger from shocks.
- Mitigation through Daily CCTV Footage Auditing: Regular auditing enables the system to adapt and improve based on insights gained from incidents, contributing to increased resilience and antifragility.

## **8. Grey Rhino:**

- Description: Neglected yet probable threats or challenges.
- Mitigation through Daily CCTV Footage Auditing: Regular auditing identifies potential risks that might be overlooked, allowing proactive measures to address and mitigate them.

## **COM-SUR: Bridging the Gap:**

In the symphony of risk, COM-SUR orchestrates a harmonious blend of vigilance and preparation. As we navigate the complex landscape of risk management, COM-SUR emerges as a crucial tool in fortifying organizational resilience. By making daily CCTV Footage Auditing easy and efficient, COM-SUR transforms surveillance practices, providing actionable intelligence and insights that align with the principles of risk mitigation.

Note: Read our detailed White Paper on this topic at [www.comsur.biz](http://www.comsur.biz)



## **CENTRALIZED VIDEO SURVEILLANCE - REIMAGINED!**

### **THE BIG BANG OF INNOVATION - THE COM-SUR™ WAY!**

Organizations, especially those with multiple locations, are redefining video surveillance to monitor their operations efficiently, driven by motives like asset protection, employee safety, compliance, risk mitigation, and business continuity. The surge in camera deployment reflects a growing need for comprehensive monitoring. Centralized video surveillance, crucial for live feed observation from numerous cameras, faces challenges with evolving surveillance technology, causing strain on bandwidth and storage. Managing multiple cameras leads to issues like information overload and video blindness. Current 'automated' solutions prove inadequate, resulting in wasteful expenditure and missed critical incidents.

#### **Why automated solutions are falling short**

Automated solutions, while often praised for their efficiency, face significant challenges in centralized video surveillance. Issues such as overwhelming false positives, difficulty in adapting to complex scenarios, lack of human validation, and resource-intensive operations highlight their limitations. These challenges extend beyond false alarms, underscoring the need for complementary solutions like COM-SUR to address these gaps effectively.

#### **Enter COM-SUR**

In the pursuit of extracting optimal benefits from centralized surveillance, the need for innovative solutions becomes strikingly clear. It is against this backdrop that COM-SUR takes centre stage, reshaping the contours of video surveillance with a revolutionary approach, introducing:

- **Daily video footage auditing:** Rapidly auditing 24 hours of footage in minutes at set intervals; to 'look' for issues as per set SOPs, and to be vigilant to lookout for unknown and unexpected issues.
- **Smart backup:** Reducing data size by creating raster images, capturing the convergence of each 'second'. Since the 'moment' of the convergence of I, P, and B frames is 'the one' that is being converted into raster images, there is almost no loss of any critical information.
- **Standardized intelligent reporting:** Enabling business intelligence and analytics from audit findings and incident reports.

## **How COM-SUR solves the above problems**

The Workflow:

### **A. Installation and configuration:**

Install COM-SUR on a Windows computer with a compatible VMS (Video Management System) client at the 'branch' level. Open up to eight workspaces or windows, each representing distinct areas like perimeter cameras, production line cameras, pantry, and canteen cameras, based on the number of cameras. Customize the cameras within each workspace to meet specific requirements, with a single workspace accommodating up to 16 cameras in a 4x4 grid.

### **B. Raster image creation:**

Initiate COM-SUR to convert live streams into raster images at defined intervals, such as every one second. The images will be saved in designated folders on the same computer. This is called the 'Primary' Location. Each 'workspace' or 'window' corresponds to a specific folder (e.g., perimeter cameras, production line cameras). Note that the actual video storage will continue to occur on an NVR/DVR/Storage server.

### **C. Continuous operation and transfer to central location:**

COM-SUR operates continuously, capturing raster images 24/7 for each camera set in every 'workspace' or 'window.' The primary storage occurs on the computer with COM-SUR, and simultaneously, the images are saved to the user's central mapped drive or cloud, creating a 'Secondary' Location mirroring the branch's folder structure. COM-SUR allows saving images on up to five 'Secondary' locations concurrently.

### **D. Activities at the central location:**

Images from each branch are aggregated in the respective folders at the central location. Using COM-SUR which may be installed on any computer at the central location or even installed on a virtual machine, an audit team can access the images of each of the folders and carry out the audit process. Another alternative is for the audit team to remotely access the computer at the branch level and audit the images using COM-SUR which is installed on the branch computer.

### **F. Benefits:**

COM-SUR employs a revolutionary approach by capturing lightweight raster images at one-second intervals, significantly reducing data size. Each image encapsulates multiple camera perspectives, further minimizing data. Storing these images locally ensures instant backup for data integrity in unforeseen events. During cloud transfer, the use of

lightweight raster images minimizes bandwidth usage and accelerates storage, especially when images are created at intervals of two to three seconds, reducing the need for bandwidth.

#### **G. Reconvert to video:**

Just as COM-SUR converts live video into raster images, on demand, COM-SUR reconverts images to video and embeds the same into reports that are generated using PowerPoint.

#### **H. Efficient auditing and reporting:**

COM-SUR's media player ensures swift and thorough review of 24 hours of footage through simulated video playback. With advanced tools like zoom, pan, and forensic filters, it enhances image quality. Additional features include flagging, tagging, and one-click report creation in PowerPoint, Word, Excel, and PDF formats.

#### **I. Assurance of availability of a 'lost scene':**

COM-SUR's auditing process, unlike live monitoring, is a dedicated and meticulous endeavor that eliminates concerns about missing crucial scenes. Live monitoring is inherently transient and susceptible to disruptions, such as momentary distractions or shifts in the operator's focus, leading to the inadvertent loss of critical footage. In contrast, COM-SUR empowers operators to efficiently revisit and review any timeframe, ensuring that no scene is truly 'lost.' This capability provides a reliable solution for retrospective analysis and incident reconstruction.

#### **J. Background capture:**

COM-SUR's background capture ensures that the image creation process operates seamlessly, without interfering with the user's ongoing tasks or requiring the display of video feeds.

In summary, COM-SUR's workflow not only addresses the challenges of centralized video surveillance in terms of bandwidth and storage issues but introduces a new thought process of daily and periodic auditing, cost-effective disaster recovery backup, and cloud-friendly image transfer.

#### **Conclusion: The future of centralized surveillance: Today!**

In conclusion, our revolutionary approach to centralized video surveillance marks a pivotal moment in the evolution of security and operational oversight. As we usher in a new era, let's succinctly outline the tangible benefits that our system brings to the forefront:



1. Bandwidth and data size reduction.
2. Instant disaster recovery backup.
3. Flexible video reversion.
4. Efficient auditing and reporting.
5. Assurance of being able to revisit 'lost scenes'.
6. Unobtrusive background capture.

As organizations navigate surveillance challenges, this system emerges as an efficient, intelligent, and cost-effective solution for a reliable centralized video surveillance ecosystem. It's not just the future; it's the reality of today, inviting stakeholders to embrace the future of surveillance where every frame counts.

Note: Read our detailed White Paper on this topic at [www.comsur.biz](http://www.comsur.biz)



# VISUAL DRAGNET AND COM-SUR'S IMPACT

## Preamble

In the era of digital surveillance, the concept of a visual dragnet has emerged as a revolutionary tool in the realm of security and law enforcement. A visual dragnet refers to a comprehensive surveillance system that integrates visual data from various sources, such as CCTV cameras, drones, and body-worn cameras, to create a cohesive network for monitoring and analysis of visual information.

Let us delve into the significance of COM-SUR, a pivotal component in the creation of a visual dragnet, and its profound implications for the police, law enforcement agencies, and defence forces.

## Creating a Humongous Visual Dragnet

The widespread adoption of COM-SUR and the standardization of daily CCTV footage auditing as an SOP can lead to the creation of an extensive visual dragnet. If every user begins to audit their respective footage, it would result in a vast network of visual data that can be leveraged by the police and LEAs. Such a network would offer numerous benefits:

- **Extensive Coverage:** A humongous visual dragnet would provide comprehensive coverage, leaving no blind spots for criminal activities to go unnoticed.
- **Community Safety:** The collective effort in auditing footage would enhance community safety, creating a collaborative environment between the public and law enforcement.
- **Resource Optimization:** The pooling of visual data would allow for optimal resource allocation, ensuring that law enforcement can focus on areas of immediate concern.

Defence forces can also benefit from a Visual Dragnet to conduct reconnaissance, monitor borders, and enhance situational awareness in critical areas.

## COM-SUR makes the impossible possible!

The sheer ease with which every user can audit an entire day's footage from multiple cameras prompts the user to audit the footage in order to gain benefits of various kinds. The implementation of COM-SUR as a cornerstone and a standardized tool (akin to MS Office) in the establishment of a visual dragnet represents a paradigm shift in surveillance and security. Its ability to integrate and help users analyze vast amounts of visual data makes it an indispensable asset for relevant stakeholders.

As we move towards a future where security is paramount, the role of COM-SUR in creating a humongous visual dragnet will be pivotal in shaping a safer and more secure society. The integration of COM-SUR into the daily operations of surveillance and security promises to redefine the landscape of public safety and defence.

Note: Read our detailed White Paper on this topic at [www.comsur.biz](http://www.comsur.biz)



# **DYNAMIC VIDEO AND IMAGERY FORENSICS (CONTINUOUS FORENSICS)**

## **Preamble**

In an era where visual data is abundant yet underutilized, Dynamic Video and Imagery Forensics emerges as a transformative approach to extract maximum value from surveillance video. Let us explore the myriad benefits of Dynamic Video and Imagery Forensics (Continuous Forensics) beyond criminal issues, i.e., this note brings out the various benefits that will accrue to all users of surveillance cameras which otherwise remain hidden within the footage.

## **Dynamic video and imagery forensics (continuous forensics): A paradigm shift**

Dynamic Video and Imagery Forensics represents a proactive and forward-thinking approach to video surveillance and analysis of the same. Unlike traditional forensic practices that are reactive and investigative in nature, continuous forensics introduces and emphasizes the need for ‘auditing’ of video footage daily by every user of surveillance cameras. This continuous auditing process allows users to identify anomalies and potential issues including unexpected and unknown ones, rather than waiting for incidents to occur before triggering forensic investigations.

Through the usage of the ‘correct’ tool, continuous forensics enables users to extract actionable insights, discover latent benefits and make informed decisions in a timely manner. It transforms surveillance video from a passive recording tool to a proactive risk management and operational optimization asset.

Continuous forensics not only enhances security and compliance but also contributes to cost savings, productivity improvement, operational efficiency, risk mitigation, and business continuity across various sectors. It empowers every sector, from Airports to Zoos (A to Z) to stay ahead of potential risks, prevent issues before they escalate (similar to a vaccine), and drive continuous improvement in their processes and procedures.

## **COM-SUR - The future of CCTV technology - available today!**

COM-SUR is that ‘correct’ tool as referred to above. Just as MS Office revolutionized productivity by standardizing communication and presentations, COM-SUR revolutionizes video surveillance by standardizing user interaction with video and images from any source. It transforms surveillance footage into actionable insights, streamlines data management, and enhances operational efficiency across industries. COM-SUR is not just a product; it's a testament to innovation and excellence in CCTV technology. It represents the future of surveillance management, available today to empower organizations with unparalleled capabilities in video auditing, data

management, and incident reporting.

Note: Read our detailed White Paper on this topic at [www.comsur.biz](http://www.comsur.biz).



# THE LIMITATIONS OF DVR/NVR/VMS/CLOUD STORAGE SYSTEMS TO OFFER THE ‘GRACE AND ELEGANCE’ TO ‘AUDIT’ SURVEILLANCE FOOTAGE

## Preamble

Traditional DVR/NVR/VMS/Cloud storage systems, while necessary, still fall short when it comes to efficient auditing of 24 hours of footage. This is where COM-SUR steps in, not as a mere tool or kernel, but as an indispensable cornerstone of any video surveillance system.

## Limitations of DVR/NVR/VMS/Cloud storage systems

Despite the increase in the number of cameras and advancements in technology, traditional DVR/NVR/VMS/Cloud storage systems often fall short in delivering optimal outcomes due to several reasons:

- **Time-Consuming Playback:** Real-time playback of 24 hours of surveillance footage involves decoding compressed video data, which can be time-consuming. Video is initially stored in a compressed format to conserve storage space, necessitating encoding during recording and decoding during playback.
- **Network Issues:** Remote access and playback can be bandwidth-intensive, especially for high-resolution videos, and more so when multiple cameras are being played back. Further, decoding multiple video streams in real-time requires substantial CPU and GPU (in some cases) resources. The more cameras one has, the more processing power one will need.
- **Data Size and Bandwidth:** High-resolution videos from multiple cameras result in large data sizes, posing challenges for storage and network bandwidth. DVRs, NVRs, and VMS/Cloud storage systems need to read the recorded video data from storage devices. If multiple high-resolution video streams are being accessed simultaneously, it can put a strain on the storage subsystem. Also, high-speed playback of high-resolution video requires a lot of bandwidth. If the network connection is not fast enough, the video playback can be choppy or delayed.
- **Latency and Data Cap:** There can be a delay (latency) between the server (where the video is stored) and the client (where the video is being viewed). This latency can affect the smoothness of the video playback. Some internet service providers impose data caps, which can limit the amount of video that can be viewed.
- **Cost and Complexity:** Automated technologies that aim to address

these issues come with high costs, increased complexity and become unaffordable when there are hundreds/thousands of cameras.

- **Restricted to CCTV cameras only:** These technologies are generally restricted to CCTV cameras only. They are not designed to work with other sources of surveillance video cameras like Drones, UAVs, Body-Worn, Dashcams etc.
- **Very limited investigative capabilities:** The above technologies offer no features to enhance the quality of video, forensics filters, and lag when videos from multiple sources are used during an investigation. For example, they cannot work with recorded video and images that are gathered from a scene of crime and offer no capabilities of frame matching which would be a great asset to help join the dots.

To mitigate some of the above issues, systems often offer features like Fast Forward, Skip, Silence/No-Motion, Event Search, Thumbnail Search, and so on. However, while these features can help, reviewing surveillance footage can still be a very time-consuming and frustrating task, especially when one is trying to carry out RVA (remote video auditing).

### **ENTER COM-SUR:**

COM-SUR addresses these challenges in innovative ways:

- **Efficient Auditing:** COM-SUR converts live (or recorded) video feeds from multiple cameras into raster images at every second, capturing the critical moment when the Intra (I), Predicted (P), and Bidirectional (B) frames converge. This means that COM-SUR captures the 'finished product' of that ONE SECOND when the frames converge. This reduces the 'volume' (maximum of 86400 images representing 24 hours) of the data to be reviewed, and in conjunction with COM-SUR's smart media player, users can audit hours of surveillance footage in minutes. Additionally, because the 'moment' or the finished product is being converted to images, there is minimal loss of information.
- **Smooth as silk:** Since COM-SUR eliminates the need for encoding / decoding, the playback of the images is literally as smooth as silk. On a serious note, when one is investigating, this smoothness and the ability to go back and forth with efficiency becomes very essential (including zooming/panning into multiple cameras), something that is generally found as impossible or very sluggish and cumbersome when working with a DVR/NVR/VMS/Storage system because, there is resource-consuming processing involved before the videos are displayed to the user.

- **Data Size Reduction:** By capturing all the cameras in a single frame, COM-SUR significantly reduces the data size, alleviating storage and network load.
- **‘Relevant’ Data Sets for AI Models:** Images created by COM-SUR are ‘site-specific’. They can be used to train AI models which will deliver better accuracy and lesser bias because the model is trained on site-specific and continuous flow of new images.
- **Remote Video Auditing (RVA):** COM-SUR allows for efficient RVA by having the auditor remotely access the PC running COM-SUR, significantly reducing the load on the network.
- **Backup and Disaster Recovery:** COM-SUR provides a smart backup feature and allows users to sync the data to cloud storage services like Dropbox, Google Drive, or OneDrive, ensuring that the data is always available.
- **Camera type agnostic:** COM-SUR works with all types of cameras; CCTV, Drones, Body-Worn, Dashcams, and even videos shot using Mobile Phones. It offers exceptional investigative features including forensics filters, frame matching, exceptional Pan and Zoom, and also one-click reporting in PowerPoint, Word, etc.
- **Institutional Library:** COM-SUR’s ability to create an institutional library of important findings ensures that any data that is useful can be searched at the click of a button.

Note: Read our detailed White Paper on this topic at [www.comsur.biz](http://www.comsur.biz).





# **SURVEILLANCE VIDEO PLAYBACK REVOLUTION - KILLING THE PLAYBACK NIGHTMARE**

## **If Playback is Easy, Everyone will Audit Surveillance Footage Daily**

### **Preamble**

The proliferation of surveillance cameras in public and private spaces has led to an unprecedented amount of video footage generated daily. From airports to zoos (A to Z), surveillance systems are in place everywhere, ‘promising’ enhanced security and monitoring. But are they truly living up to that promise? Unfortunately, the reality falls short.

As the number of cameras increases from various sources (CCTV, Drones, UAVs, Body-Worn, Dashcams, and even Mobile Phones), so does the volume of video footage. According to recent estimates, over 2.5 quintillion bytes of data are generated each day, much of which comes from surveillance cameras.

Despite this deluge of data, only a minuscule fraction of it is ever watched or reviewed, leaving vast amounts of potentially critical information unnoticed and unutilized. The promise of enhanced security and other benefits like compliance, better operational efficiency, risk mitigation, business continuity, health and safety conformity, etc., through comprehensive surveillance falls short when video footage remains unwatched or improperly analysed.

### **Studies: More Than 95% of Video is Wasted**

Multiple studies and research papers have highlighted a startling fact: over 95% of surveillance footage goes unwatched. Multiple reports suggest that the vast majority of video data is archived, only to be deleted later without ever being reviewed. This represents an enormous waste of potential insights, evidence, and security enhancements.

This failure to utilize surveillance footage effectively is not just a problem of scale but also of human and technological limitations. When faced with the sheer volume of footage, it is unrealistic to expect users to review it manually without the right tool. Traditional DVRs, NVRs, and VMS systems struggle with playback and accessibility issues. This represents a significant missed opportunity for achieving the optimal outcomes that surveillance video promises.

### **Why is Nobody Watching or Rather Auditing the Footage Daily?**

The primary reason that surveillance footage goes unwatched—or rather unaudited—is because the current systems for reviewing or auditing video footage are inefficient and time-consuming. Traditional DVR, NVR, and VMS systems store large amounts of

video data, but the process of reviewing and auditing hours of footage is daunting.

The playback experience offered by traditional DVR, NVR, and VMS systems is sluggish, choppy, and difficult to navigate, with long loading times and poor responsiveness. Moreover, operators must manually search for important events, making it nearly impossible to audit all the cameras in real-time or even post-event. The inability to carry out even basic tasks like efficient zoom and pan during playback further exacerbates the issue, discouraging regular and thorough auditing of the footage.

To achieve the best value from surveillance footage, it is critical that it be audited daily as part of a standard operating procedure (SOP), and that the findings are documented in a standardized template. Doing so delivers valuable business intelligence allowing users to take quicker corrective and preventive actions in areas of concern, leading to continuous improvement (Kaizen) across all operations.

### **How Video is Made: I-frames, P-frames, and B-frames:**

Generally, surveillance video uses compression formats like H.264 or H.265. In this case, video is constructed using a combination of frames: I-frames (Intra-coded frames), P-frames (Predicted frames), and B-frames (Bidirectional predicted frames). These frames are used in compressed video formats to reduce file sizes and optimize storage.

- I-frames**: are complete images, containing all the data needed to display a scene. They are the largest and most data-intensive frames.

- P-frames**: store only the changes from the preceding frame, making them smaller but dependent on other frames for playback.

- B-frames**: store changes from both preceding and subsequent frames, further compressing the video but requiring more computational effort to decode.

These frames are arranged in a sequence known as a Group of Pictures (GOP). The GOP structure determines the frequency of I-frames relative to P-frames and B-frames, directly impacting the quality, size, and playback efficiency of the video. However, this structure also introduces complexity, as P-frames and B-frames cannot be displayed without first decoding the I-frames and other surrounding frames they reference.

### **Why Playing Back Just the I-frames Won't Work**

One potential solution to improve playback speed is to rely solely on I-frames, but this approach is flawed. While I-frames are complete and do not rely on other frames, they appear infrequently perhaps every second or so in most video streams. This results in a disjointed, choppy playback experience, where important movements or actions that occur between I-frames are lost. For example, in surveillance footage, critical moments

like a person entering a room or a theft taking place might happen between I-frames, meaning you'd miss crucial information. Therefore, solely relying on I-frames compromises the integrity and usefulness of the video. This approach would compromise the integrity of the footage, making it inadequate for serious surveillance and forensic analysis.

### **How COM-SUR Solves the Problem:**

COM-SUR, the world's only CCTV video footage auditing, smart backup, and standardized intelligent incident reporting software, takes a radically different approach. Instead of relying on traditional video structures with I-frames, P-frames, and B-frames, COM-SUR captures and stores a single image every second from all active cameras. This image contains the full visual data available at 'that' second, effectively 'freezing' the scene as it appears at 'that moment' in time. For instance, in a setup with 16 cameras, COM-SUR creates a 4x4 grid of images every second, providing a clear and comprehensive snapshot of the entire scene. The key here is that COM-SUR captures the final visual output—what is actually seen on the monitor—abstracting away the complexity of dealing with individual frames at the technical level.

Since COM-SUR operates at the level of capturing what is rendered on the screen, it doesn't matter whether I-frames, P-frames, or B-frames are used in the video stream. COM-SUR focuses solely on the visual output at the moment when these frames converge, regardless of the specific frames involved, thus eliminating the need for complex frame reconstruction during playback. The software captures the image that represents the final 'visual truth' as processed and displayed by the video system.

While it may seem that COM-SUR is simply recording the screen, this is not the case. COM-SUR works by locking onto the specific 'Window' of the VMS (Video Management System), ensuring that even if the scene on the monitor changes (for example, if an email client or browser is opened), COM-SUR continues to work only with the 'Window' it is locked to. This approach ensures that COM-SUR is not affected by changes in the monitor's display but stays focused on capturing the designated video stream. Here's how COM-SUR's approach solves key problems:

1. Effortless Playback: By capturing the "finished product" of a video scene every second, COM-SUR makes playback effortless. No more sluggish, choppy playback caused by decoding frame dependencies. Using COM-SUR's 'smart' media player, users can quickly navigate through footage in a smooth and responsive manner.

2. Seamless Re-conversion to Video and Integration into PowerPoint: COM-SUR's advanced engineering allows users to effortlessly re-convert stored images back into video on demand. This means that while secondary storage is efficiently managed in the form of images, these can be swiftly reconverted into video whenever needed. Furthermore, these videos can be automatically embedded into PowerPoint presentations,

streamlining the process of reporting and sharing.

3. Playback of Multiple Pre-recorded Videos and Frame Matching: Law enforcement agencies often struggle with the challenge of playing multiple videos side by side during investigations. This limitation hinders their ability to piece together events from different angles or sources, making it difficult to join the dots and see the entire scene at once. Investigators face the tedious process of manually toggling between videos—playing, pausing, taking screenshots, pasting them, and repeating this cycle repeatedly.

Adding to this complexity is the need to match frames across videos, especially when timestamps are inaccurate due to faulty DVR/NVR/VMS settings. COM-SUR effectively addresses these challenges, enabling synchronized playback of multiple videos and facilitating frame matching, even when the video timestamps are incorrect.

4. The ‘Entire’ Picture: Unlike automated technologies that are limited to detecting only what they have been programmed to find, COM-SUR provides a comprehensive view of the ‘entire picture,’ and does so in a remarkably short time. This enables users to gain a full perspective, uncovering both known issues and unexpected insights that automated systems might miss.

5. Significant Data Size Reduction: COM-SUR’s method of capturing a single image every second significantly reduces the data size compared to traditional video files. This makes long-term storage of footage much more manageable.

6. Efficient Use of Resources: Without the burden of complex decoding, the system becomes much more resource-efficient, requiring less computational power and memory, which allows for faster access and playback.

7. Critical Information Retention and Fallback to Original Video: COM-SUR’s approach ensures that critical moments are captured and easily accessible, without the need for complex and time-consuming playback operations. By capturing key moments every second, COM-SUR ensures that essential information is always preserved. In cases where even greater detail is required, users can easily refer back to the original video for a more in-depth review.

### **What Can One Want to Do During Playback?**

During playback, users often need to perform a variety of tasks that are either difficult or impossible with traditional systems. Operators often need more than just basic review functionality. Traditional systems fall short in providing advanced tools for surveillance, but COM-SUR steps up to meet those needs.

Below is a comparison table of features that users might want during playback and whether they are possible with traditional systems versus COM-SUR.

<b>Wish List</b>	<b>Possible with Traditional Systems?</b>	<b>Possible with Traditional Systems?</b>
Zoom into specific areas of interest in multiple cameras	No	Yes
Pan across multiple camera views	No	Yes
Adjust brightness or contrast	Yes – in some cases	Yes
Apply forensic (false) colors	No	Yes
Playback in both directions	Yes	Yes
Go back and forth frame by frame	Yes	Yes
Add a ‘picture-picture’ utility	Yes – in some cases	Yes
Bookmark important frames	Yes – in some cases	Yes
Flag common exceptions in different ‘colors’ to build a story	No	Yes
‘Set aside’ some frames for next steps – like quick reporting	No	Yes
Stitch relevant frames into a video	In some cases – but cumbersome	Yes
Present the same scene in different colors	No	Yes
Create an institutional library of important findings duly categorised by subjects	No	Yes

COM-SUR enables users to seamlessly carry out the above tasks giving surveillance operators unique control and flexibility during playback.

**The Mobile Phone/Digital Camera Analogy**

To understand the revolutionary nature of COM-SUR, consider how we interact with photos on our smartphones or digital cameras. Users manually flip through pictures one by one, deciding which ones to keep, delete, share, or edit. Similarly, film editors sift

through hundreds of hours of footage, selecting the most relevant moments to create a coherent narrative.

COM-SUR brings this level of intuitive control to the world of surveillance. Instead of struggling with bulky video files and slow playback, users can quickly scan through snapshots of their footage, instantly identifying key moments, bookmarking them for later, and editing the most critical parts into a coherent presentation.

### **COM-SUR as the Fundamental Kernel: Revolutionizing Surveillance:**

At its core, COM-SUR serves as the kernel that revolutionizes video surveillance. It solves the key issues of playback, data management, standardized reporting, and investigation by offering a simple, powerful, and effective solution:

- **Effortless Playback:** Smooth and responsive navigation through video footage.
- **Data Size Reduction:** Capturing images reduces data size and makes storage efficient.
- **Disaster Recovery:** COM-SUR's methodology supports easy disaster recovery with less data to manage.
- **Powerful Investigation Tool:** COM-SUR provides exceptional tools for forensic analysis, especially when comparing video from multiple sources.
- **Site-Specific Data Generation:** COM-SUR enables users to create precise, location-specific data sets for targeted analysis and AI model training.

### **Conclusion: Wake-Up Call for the Surveillance Industry**

The surveillance industry stands at a crossroads. The inefficiencies of traditional systems are no longer sustainable in a world where data is growing exponentially. COM-SUR represents the next generation of surveillance technology - a solution that makes video playback effortless, eliminates data waste, and enhances the overall effectiveness of surveillance efforts. It is time for the industry to wake up, embrace the future, and harness the full potential of surveillance video with COM-SUR.

Note: Read our detailed White Paper on this topic at [www.comsur.biz](http://www.comsur.biz)



# **‘BETTER’ AI VIA CONTINUOUS SITE-SPECIFIC FRONTIER DATA PRODUCTION: LEVERAGING RLHF, XAI, AND OVERCOMING THE DATA WALL – POWERED BY COM-SUR™**

## **Preamble**

Artificial Intelligence (AI) thrives on vast amounts of data, but generic AI models often fail to meet the specific needs of individual businesses. This is where 'COM-SUR' comes in. COM-SUR is the world’s only CCTV video footage auditing, smart backup, and standardized intelligent incident reporting software, the 'missing' piece of CCTV.

While solving the typical pain points of video surveillance, COM-SUR now embarks upon solving a very big problem in AI - data integrity. It provides the foundation for creating custom AI models by storing years of real-time, site-specific data. This allows AI companies to train models on data that is specific to a client’s operations, enhancing accuracy and adaptability. Importantly, COM-SUR works with any type of camera, not just AI-enabled or smart cameras, making it a versatile solution for organizations utilizing legacy systems.

## **Overcoming Data Exhaustion, Cascades, and infusing Human Insights**

COM-SUR is a tool that democratizes AI by generating continuous, site-specific data from real-world surveillance sources such as CCTV cameras, drones, body-worn devices, dashcams, and even mobile phones. It functions as a data foundry, centralizing data collection, processing, storage, and validation from various sources, and transforming raw data into usable formats. Coupled with Reinforcement Learning from Human Feedback (RLHF) and Explainable AI (XAI), COM-SUR creates a continuous feedback loop where human insights refine AI models in real-time, building guardrails to prevent inaccuracies and ensure ethical outcomes. COM-SUR bridges the gap between synthetic and real data, ensuring AI models continuously access the real-world data they need to remain relevant and accurate.

It is accepted that Artificial Intelligence is only as good as the data that feeds it. Today, AI companies face a significant challenge: generic AI models fail to meet the specific needs of individual businesses, and the availability of high-quality, accessible data is rapidly declining, leading to what is called the data wall. Many public datasets that AI relied on are now restricted, paywalled, or blocked, resulting in data exhaustion. Furthermore, these data issues often trigger data cascades - a chain of compounding problems caused by poor data quality, leading to downstream performance degradation in AI models. This White Paper outlines the way forward by focusing on how continuous, site-specific data generation can help overcome these challenges.

As the need for better data becomes crucial, AI companies are turning to solutions like Synthetic Data - data generated by AI to mimic real-world conditions. While synthetic

data can fill certain gaps, it cannot fully replace the richness and context-awareness of site-specific, real-world data.

**Green AI: Reducing AI's Energy Usage with COM-SUR**

COM-SUR enhances AI accuracy while delivering tangible energy-saving benefits. By generating site-specific still images instead of continuous video streams, COM-SUR significantly reduces the computational effort required for analysis. This efficient workflow minimizes the use of processing power and bandwidth, cutting down operational costs without compromising on performance. COM-SUR ensures organizations can implement AI solutions sustainably, optimizing resources while supporting a greener approach to technology.

**Pain Points in AI and How COM-SUR Provides Solutions**

Here is the table aligning the Pain Points with their corresponding Solutions:

Pain Points	How COM-SUR Solves These Pain Points
1. Limitations of Generic AI Models: Most AI models fail to meet the unique needs of individual businesses due to their reliance on generic data. Businesses require custom AI models, trained on specific operational data, but this is difficult to achieve due to a lack of long-term data storage.	1. Facilitating Custom AI Models through Long-Term Data Collection: COM-SUR enables businesses to store and collect years of real-time, site-specific data from various surveillance sources, even legacy cameras. This data is invaluable for AI companies to create custom models that accurately reflect the specific needs and challenges of each organization.
2. Data Wall and Exhaustion: Public datasets are becoming restricted or paywalled, leading to a data wall, which hinders AI models that rely on continuous learning from fresh data.	2. Overcoming the Data Wall with Continuous Real Data: COM-SUR ensures a continuous flow of site-specific real data from surveillance sources, ensuring data hygiene and minimizing the risk of pollution in AI systems. This prevents AI models from hitting the data wall and provides fresh, context-aware data to keep AI models relevant.
3. Synthetic vs. Real Data: While synthetic data helps fill certain gaps, it lacks the richness and unpredictability of real-world data, leading to biases and inaccuracies in AI models.	3. Bridging the Gap Between Synthetic and Real Data: COM-SUR complements synthetic data by providing real-world, site-specific data. This reduces AI hallucinations by grounding models in real-world contexts and ensures that AI models capture the full range of anomalies present in real environments.



	<p>This approach helps AI models combine the scalability of synthetic data with the unpredictability of real-world scenarios.</p>
<p>4. Absence of Human Feedback and Bias: AI models trained on synthetic or static public datasets may introduce biases and lack human-in-the-loop feedback to adapt to real-world challenges.</p>	<p>4. Empowering RLHF to Reduce Bias and Ensure Responsible AI: COM-SUR integrates RLHF, enabling human auditors to review footage quickly and provide feedback using the COM-SUR Daily CCTV Video Footage Auditing Chart. This process establishes vital guardrails for AI systems, ensuring they are continuously updated with real-world insights, reducing bias, and improving accuracy while maintaining trust.</p>
<p>5. Scaling AI with Massive Data Volumes: Surveillance systems generate vast amounts of video footage, making it difficult for AI to manage and analyse this data efficiently.</p>	<p>5. Scaling AI with Data Size Reduction and Smart Backup: COM-SUR offers data compression, smart backup solutions, and post-event auditing, ensuring systems remain scalable while preserving data hygiene. This enables organizations to efficiently manage and analyse large volumes of video data without overwhelming their infrastructure.</p>
<p>6. Ethical and Regulatory Challenges: AI models often struggle with compliance, data privacy, and transparency, leading to trust issues and regulatory hurdles.</p>	<p>6. Ethical and Regulatory Challenges: COM-SUR helps ensure AI models meet ethical standards by offering transparent post-event auditing, human-in-the-loop feedback, and compliance with data privacy regulations. This makes COM-SUR a cornerstone for ethical AI practices, building trust and ensuring alignment with ethical standards.</p>
<p>7. Challenges Faced by AI Solution Consumers: End-users struggle to integrate AI into their workflows due to the complexity, cost, and lack of technical expertise.</p>	<p>7. Enabling Better Interaction Between End-Users and AI Providers: COM-SUR simplifies the collaboration between end-users and AI solution providers by continuously generating time-stamped images, allowing users to contribute basic annotations, and empowering non-technical users to easily provide valuable data for AI model refinement.</p>

<p>8. Data Cascades: Compounding Effects of Poor Data Quality: Data cascades occur when poor-quality data leads to downstream issues in AI systems, exacerbating errors and inefficiencies. This occurs because conventional AI/ML systems often fail to properly account for data quality at the source, which can result in pervasive but invisible errors over time.</p>	<p>8. Mitigating Data Cascades with High-Quality, Site-Specific Data: COM-SUR continuously generates high-quality, site-specific data, ensuring that poor data quality does not cascade into larger issues, helping mitigate AI drift by consistently retraining models on fresh data. By capturing real-world data from multiple camera sources and allowing users to annotate and audit footage, COM-SUR prevents data degradation at the source. This approach ensures that AI models are trained on reliable, context-aware data, reducing the risk of data cascades and maintaining the long-term integrity of AI systems.</p>
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### **The COM-SUR Advantage: Democratizing AI, Revolutionizing Surveillance**

COM-SUR is a key player in democratizing AI by making high-quality, site-specific data generation accessible to users of all levels, regardless of camera type, without requiring advanced technical expertise or costly AI infrastructure. Through continuous data production from real-world surveillance sources, COM-SUR empowers organizations to leverage AI technologies effectively. Coupled with Reinforcement Learning from Human Feedback (RLHF), COM-SUR ensures that AI systems stay accurate, transparent, and responsive to real-world conditions.

AI companies focused on computer vision can use COM-SUR to fill gaps left by synthetic data. With continuous data production and basic annotation capabilities, COM-SUR transforms surveillance video into valuable training material for AI models, helping them adapt to real-world anomalies over time.

Additionally, COM-SUR simplifies the process for non-technical users by enabling them to contribute site-specific data and basic annotations, streamlining the data annotation process for improved AI training. This empowers users to actively support AI model refinement, ensuring that AI systems remain aligned with practical, real-world needs.

COM-SUR's smart data size reduction and seamless backup capabilities make it ideal for organizations of all sizes, allowing them to scale AI operations without overwhelming their existing infrastructure. By complementing AI-driven surveillance, COM-SUR provides a scalable and efficient solution, accessible to both small businesses and larger enterprises.

## **Decolonising AI: A Path to Inclusive and Fair AI**

COM-SUR's focus on generating continuous, site-specific data helps ensure that AI systems are trained on diverse, real-world inputs, enabling them to better reflect the varied needs and environments of different regions. This approach promotes inclusive and fair AI, ensuring that AI models remain adaptable, relevant, and responsive to global challenges without relying solely on generic datasets.

In summary, COM-SUR bridges the gap between synthetic and real-world data, supports continuous learning for AI models, and offers practical and scalable solutions for scaling AI. By ensuring a steady flow of high-quality, real-time, site-specific data, COM-SUR also helps prevent data cascades - the compounding negative effects of poor data quality - by maintaining data integrity at the source. This focus on transparency and human feedback enhances collaboration between AI solution providers and end-users, ensuring that AI systems remain relevant and responsive to real-world challenges without the risk of long-term data degradation.

## **Conclusion: The Future of AI Lies in Continuous Data Production, Human-Led Insights, and Augmented Intelligence**

As the AI industry faces challenges such as data exhaustion, data cascades, and the limitations of synthetic data, COM-SUR stands out as a vital solution. By generating real-time, site-specific frontier data and enabling continuous human-in-the-loop learning through RLHF, COM-SUR ensures AI models remain contextually aware, responsible, and adaptable. This approach embodies the principles of Augmented Intelligence - enhancing human capabilities rather than replacing them, and supporting decision-making with real-time, actionable insights.

For any organization in the computer vision space, COM-SUR transforms surveillance video from a static tool into a dynamic resource for AI development. Besides solving the typical pain points of surveillance systems, COM-SUR allows for smarter, scalable, and contextually relevant AI models that can tackle real-world challenges, all while avoiding the negative effects of data cascades.

Note: Read our detailed White Paper on this topic at [www.comsur.biz](http://www.comsur.biz)



# COM-SUR™ REMOTE VIDEO FOOTAGE AUDITING AND INVESTIGATION SERVICES

## Preamble

We've seen that surveillance footage is growing by the terabyte every day. Making sense of hours of video has become a critical but is mostly an unattainable goal for many organizations.

This is where COM-SUR Remote Video Footage Auditing and Investigation Services steps in, offering an efficient, expert-driven solution to transform raw footage into actionable insights without breaking the bank. With the unique capabilities of the COM-SUR software platform, these services enable organizations to leverage their existing surveillance systems to their fullest potential.

## 1. Remote Video Footage Auditing (RVA) Service

Remote Video Footage Auditing is an innovative approach that allows organizations to have their video footage reviewed without incurring the high costs of onsite bandwidth upgrades or extensive hardware modifications. With COM-SUR's specialized tools and workflow, our RVA service delivers high-quality auditing with remarkable efficiency.

## How RVA Works

Using COM-SUR's software, our team remotely accesses and reviews footage, based on the client's requirement from existing cameras. The footage is analysed using COM-SUR including smart frame extraction (where needed), incident tagging, and AI (where needed). COM-SUR's continuous image creation feature reduces the volume of video data, allowing our auditors to comb through all of the agreed content, thereby getting a more complete picture. This by itself differs from services that are trigger based and deliver results based on specific incidents only, thereby risking the chance of missing several issues that may be unknown or unexpected

## Benefits of COM-SUR in RVA

**1. Cost-Efficiency:** COM-SUR's RVA service removes the need for clients to increase their bandwidth or storage capacities drastically. By working with compressed frames our service is accessible even to small businesses with limited resources.

**2. Expert Analysis Without Onsite Presence:** Our remote team brings extensive experience in security, auditing, and incident response. This expertise is applied directly to the footage, providing insightful and reports without the need for in-house video auditors.

**3. Swift Turnaround Time:** Based on client agreements, our team is equipped to swiftly identify and highlight critical events, optimizing review time while ensuring a thorough audit. Unlike traditional trigger-based methods that only capture specific incidents, our comprehensive approach audits the entire footage, potentially uncovering unknown or unexpected issues beyond the client's initial requirements. This proactive approach not only addresses requested areas but also highlights previously unnoticed vulnerabilities, empowering clients to take timely corrective and preventive actions and enhancing the overall security landscape.

**4. Scalable and Flexible:** RVA with COM-SUR can be scaled to handle multiple sites and cameras, making it ideal for organizations with complex or extensive surveillance needs. From a single shop to a large enterprise with multiple locations, our service adapts to any scale.

**5. Standardized Incident Reporting:** Where needed, using a format like PowerPoint, COM-SUR integrates the “5Ws and 1H” (What, When, Where, Why, Who, and How) into each report, embedding crucial details and screenshots/video for immediate clarity. Else, COM-SUR uses its intelligent Excel reporting tool to quickly deliver an overview of daily issues, which are presented to clients in the form of a Pie-Chart.

Through the above features, COM-SUR enhances the value from surveillance cameras, making RVA a practical, affordable solution for any organization seeking to maximize its video surveillance investment.

## **2. Video Investigation and Analysis**

Video investigation and analysis go beyond simple video review, offering an in-depth examination tailored to client needs, whether for security enhancement, compliance audits, or insights for legal proceedings. COM-SUR’s investigation services provide the tools necessary for a thorough video analysis, empowering clients to gain critical insights from their footage.

### **What is Video Investigation and Analysis?**

Video investigation involves extracting, enhancing, and interpreting footage to deliver findings aligned with client requirements. COM-SUR’s features empower our analysts to focus on key details, from identifying people or objects (where possible) to gathering evidence related to specific incidents. COM-SUR’s platform provides both clarity and control, making it a valuable tool for effective video investigations.

### **Why COM-SUR Stands Out in Investigations**

**1. Advanced Video Enhancement:** COM-SUR includes capabilities for adjusting

brightness, contrast, adding false (forensic) colors, and improving focus within footage, helping analysts clarify details that might otherwise be obscured in dark or grainy images.

**2. Frame-by-Frame Analysis:** COM-SUR works with extracted frames at the millisecond level (where needed), allowing analysts to closely examine fast-paced events that may be missed during standard playback.

**3. Frame Matching:** One of COM-SUR's distinguishing features is its ability to allow analysts to view multiple videos simultaneously in a dashboard, side by side. This functionality provides a comprehensive view across various feeds, enabling analysts to piece together information from multiple perspectives and connect the dots more effectively.

**4. Comprehensive Report Generation:** COM-SUR's investigation reports adhere to a structured format, simplifying information for clients, legal teams, or regulators. By integrating critical details without unnecessary technical complexity, our reports are tailored to meet client needs while remaining straightforward for broader use.

## **Conclusion**

COM-SUR's Remote Video Footage Auditing and Investigation Services represent a new paradigm in surveillance video management, one where expert analysis meets accessible technology. Whether it's cost-effective, secure remote video auditing or meticulous investigation, COM-SUR delivers services that are both advanced and user-friendly, setting a new standard for the industry.

Note: Read our detailed White Paper on this topic at [www.comsur.biz](http://www.comsur.biz)



# THE POWER OF COM-SUR'S DAILY CCTV VIDEO FOOTAGE AUDITING CHART

## Preamble

The sheer volume of video data generated by surveillance systems is immense, and without a structured approach to review and document, valuable information often gets lost. An unstandardized review and documentation process makes it difficult to extract insights, identify recurring issues, and respond proactively.

The COM-SUR Daily CCTV Video Footage Auditing Chart created in MS Excel addresses this challenge by offering a standardized, systematic way to log and categorize incidents across a variety of settings.

## Gaining Business Intelligence (BI)

Surveillance footage is a rich source of business intelligence. The COM-SUR chart transforms raw footage into actionable insights that can inform decision-making across the organization. By identifying recurring patterns, understanding peak times for certain types of incidents, or spotting inefficiencies in layout and operations, businesses can leverage CCTV data to drive strategic improvements.

## Value in AI

COM-SUR's Daily CCTV Video Footage Auditing Chart is more than a tool for human users - it's a valuable asset for AI systems. Regular, structured feedback provided through these charts enhances AI algorithms through Explainable AI (XAI) and Reinforcement Learning from Human Feedback (RLHF). This approach facilitates continuous improvement of AI models in several ways:

- Explainable AI (XAI):** The standardized data allows AI models to learn from clearly documented incidents. When human input is consistently formatted, the AI can understand the "why" behind classifications and decisions, making its actions more transparent and explainable.
- Reinforcement Learning from Human Feedback (RLHF):** By analysing incident data provided by human reviewers, AI systems can adjust their detection criteria to better match real-world conditions. Regular updates from the COM-SUR chart enable AI models to learn not only the expected threats but also the unexpected, helping them to generalize and improve over time.
- Identifying New Issues:** With continuous data input, AI models gain exposure to emerging patterns and new types of incidents, enhancing their ability to detect and alert on previously unknown issues. This adaptability ensures that the system evolves with changing security needs.

## Document Easily

The COM-SUR chart's intuitive layout in MS Excel simplifies the documentation process. Staff can quickly log the date, camera location, incident type, severity level, and any remarks or actions taken. This quick-entry format allows team members to capture crucial details without getting bogged down in complexity, making it feasible for staff of all levels to participate in daily auditing.

## The Various Fields in COM-SUR's Chart

The chart is designed to be both comprehensive and user-friendly, capturing key details for each incident:

- Date:** When the incident occurred.
- Camera Location and Description:** Identifies the exact location and context for each camera, aiding in pattern recognition and future incident prevention.
- Time Slot:** Indicates the period during which the incident occurred, helping to identify high-risk times for specific issues.
- Incident Type:** Categorizes the type of incident, ranging from suspicious behavior and theft to safety hazards or compliance issues.
- Human/AI:** Indicates whether the incident was identified and flagged by a human observer or an AI system. This distinction helps track the efficiency and accuracy of automated systems versus human intervention, allowing for continuous improvement in surveillance monitoring.
- Severity Level:** Classifies the severity to help prioritize responses and allocate resources effectively.
- Status:** Represents the current state of the incident's resolution process. It includes the entries 'Open' and 'Resolved' thereby ensuring that the incident's follow-up and closure are systematically tracked for accountability and timely action.
- Remarks/Action:** Provides space for additional context or steps taken, ensuring that all necessary actions are documented for future review.

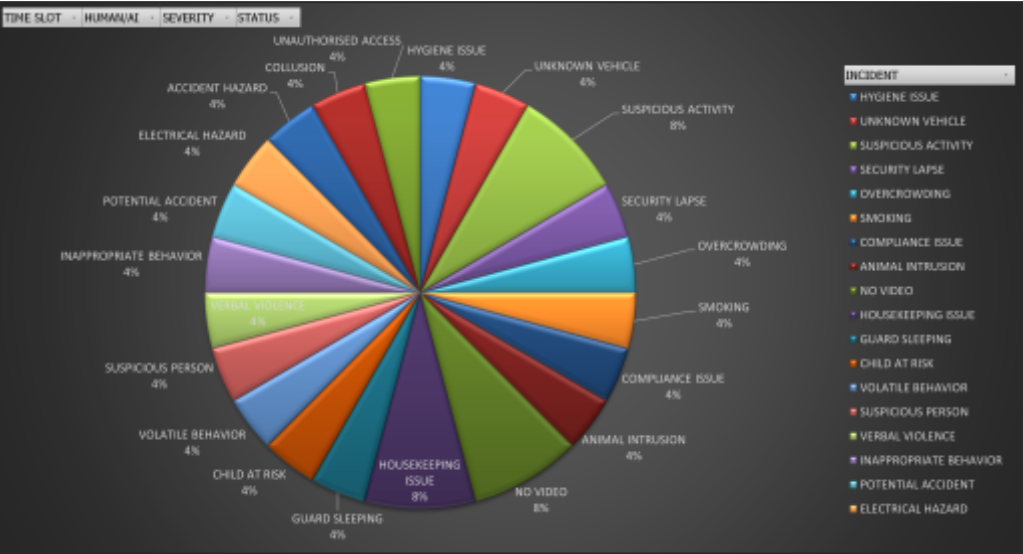
Each of these fields contributes to a complete, actionable record, allowing organizations to build a database of incidents that can be analysed over time for predictive insights and performance improvement.



COM-SUR'S DAILY CCTV VIDEO FOOTAGE AUDITING CHART

com-sur <sup>®</sup> DAILY CCTV VIDEO FOOTAGE AUDITING CHART							
NOTE: ALL DATA USED HERE IS DUMMY DATA AND IS FOR THE PURPOSE OF REPRESENTATION ONLY							
ORGANIZATION:	ENTER DETAILS						
LOCATION/ADDRESS:	ENTER DETAILS						
YEAR:	ENTER DETAILS			AUDITOR'S NAME:	ENTER DETAILS		
OTHER:	ENTER DETAILS						
DATE (DD/MM/YYYY)	CAMERA NO. & DESCRIPTION	TIME SLOT	INCIDENT	HUMAN/AI	SEVERITY	STATUS	REMARKS/ACTION
DD-MM-YYYY	1-2 MAIN GATE/ENTRANCE	8 AM TO 4 PM	SUSPICIOUS PERSON	AI	4 - HIGH	OPEN	GUARDS HAVE BEEN TOLD TO BE ON THE LOOKOUT AND ADD TO VISUAL LIST
DD-MM-YYYY	3-4 LOBBY/RECEPTION AREA	8 AM TO 4 PM	VOLATILE BEHAVIOR	HUMAN	4 - HIGH	RESOLVED	THIS COULD LEAD TO A FIGHT. CONCERNED PEOPLE MUST BE WARNED.
DD-MM-YYYY	5-8 CORRIDOR	8 AM TO 4 PM	VERBAL VIOLENCE	HUMAN	2 - LOW	RESOLVED	CONCERNED PEOPLE MUST BE WARNED
DD-MM-YYYY	9-18 WORK/OFFICE AREA	8 AM TO 4 PM	INAPPROPRIATE BEHAVIOR	HUMAN	3 - MEDIUM	RESOLVED	INAPPROPRIATE BEHAVIOR OBSERVED WITH FEMALE STAFF
DD-MM-YYYY	19-20 ELEVATOR	8 AM TO 4 PM	CHILD AT RISK	HUMAN	3 - MEDIUM	OPEN	CHILD SEEMS UNCOMFORTABLE WITH AN ADULT. CONCERNED STAFF MUST BE ALERTED.
DD-MM-YYYY	21-25 CANTINE/PANTRY	8 AM TO 4 PM	HYGIENE ISSUE	AI	5 - CRITICAL	RESOLVED	COCKROACHES AND OTHER PESTS OBSERVED. CORRECTIVE ACTION TO BE TAKEN.
DD-MM-YYYY	26-30 STORAGE AREA	8 AM TO 4 PM	SUSPICIOUS ACTIVITY	AI	4 - HIGH	OPEN	STAFF SEEN LOITERING IN A SUSPICIOUS MANNER.
DD-MM-YYYY	31-35 PARKING AREA	8 AM TO 4 PM	UNKNOWN VEHICLE	AI	3 - MEDIUM	OPEN	THIS VEHICLE HAS BEEN SEEN OFTEN TODAY. IT COULD BE CONDUCTING A RECON.
DD-MM-YYYY	1-2 MAIN GATE/ENTRANCE	4 PM TO 12 PM	SECURITY LAPSE	HUMAN	5 - CRITICAL	RESOLVED	BOTH GUARDS WERE BUSY ON THEIR MOBILE PHONES.
DD-MM-YYYY	3-4 LOBBY/RECEPTION AREA	4 PM TO 12 PM	OVERCROWDING	AI	4 - HIGH	RESOLVED	THIS HAS BEEN BEING OBSERVED SEVERAL TIMES TODAY AND COULD LEAD TO A STAMPEDE.
DD-MM-YYYY	5-8 CORRIDOR	4 PM TO 12 PM	COLLUSION	AI	5 - MEDIUM	OPEN	PEOPLE SEEN COLLUDING AT THIS TIME FOR SEVERAL DAYS. CONCERNED STAFF NEED TO BE ALERTED.
DD-MM-YYYY	9-18 WORK/OFFICE AREA	4 PM TO 12 PM	COMPLIANCE ISSUE	HUMAN	4 - HIGH	RESOLVED	STAFF DID NOT FOLLOW GUIDELINES WHILE PERFORMING THEIR ACTIVITIES. NEED TO BE WARNED.
DD-MM-YYYY	19-20 ELEVATOR	4 PM TO 12 PM	SUSPICIOUS ACTIVITY	AI	4 - HIGH	OPEN	VISITOR SEEN CARRYING A SUSPICIOUS PACKAGE. GUARDS TOLD TO REMAIN ALERT.
DD-MM-YYYY	21-25 CANTINE/PANTRY	4 PM TO 12 PM	NO VIDEO	HUMAN	1 - INFORMATIONAL	RESOLVED	THIS IS BEING OBSERVED FOR THE PAST 2 DAYS DURING THIS TIME. COULD BE AN INSIDER JOB.
DD-MM-YYYY	26-30 STORAGE AREA	4 PM TO 12 PM	SMOKING	AI	5 - CRITICAL	RESOLVED	THIS MAY CAUSE A FIRE SINCE SEVERAL FLAMMABLE ITEMS ARE KEPT. STAFF NEED TO BE WARNED.
DD-MM-YYYY	31-35 PARKING AREA	4 PM TO 12 PM	POTENTIAL ACCIDENT	HUMAN	5 - CRITICAL	RESOLVED	VEHICLE PARKED IMPROPERLY. COULD LEAD TO AN ACCIDENT. CORRECTIVE ACTION TO BE TAKEN.
DD-MM-YYYY	1-2 MAIN GATE/ENTRANCE	12 PM TO 8 AM	ANIMAL INTRUSION	AI	5 - CRITICAL	OPEN	WILD ANIMAL SEEN ROAMING AROUND. GUARDS TOLD TO REMAIN ALERT.

CHART – SORT BY TIME, SEVERITY LEVEL, AND INCIDENT



Custom Charts for Business Verticals: From Airports to Zoos

Every business faces unique challenges, and the types of incidents likely to occur in an airport differ significantly from those in a zoo. COM-SUR addresses these differences by offering custom-tailored charts for a wide range of industries, from airports to zoos (A to Z). These specialized charts reflect the unique operational risks and needs of each vertical. The charts can be modified further to suit the user’s requirements.

## **Daily Auditing and Documentation: The COM-SUR Advantage**

Daily CCTV footage auditing is transformative for organizations. Instead of passively recording footage, businesses actively engage with their surveillance data, identifying trends, addressing vulnerabilities, and making informed decisions. COM-SUR's solution simplifies this daily practice, turning CCTV footage into a proactive, intelligent tool for enhancing operations and security.

The daily use of these charts builds a foundation of structured, reliable data, creating a powerful resource for real-time decision-making and long-term analysis. Over time, as patterns emerge and the AI becomes increasingly refined, the organization benefits from an ever-evolving security strategy that adapts to new challenges and opportunities.

### **Creating a Visual Dragnet**

The chart's transformative potential lies in its ability to act as a "Visual Dragnet" when adopted collectively:

- Individual Responsibility:** Encourages every CCTV user to proactively audit footage daily.
- Data Consolidation:** Aggregated data from multiple users creates a comprehensive map of incidents across locations.
- Patterns and Trends:** Identifies recurring issues and high-risk areas, enabling pre-emptive action.

For example, if every business and residential complex contributes structured data from their CCTV systems, law enforcement agencies can build a real-time database of incidents, paving the way for more informed and effective policing.

Read the topic on Visual Dragnet and COM-SUR's impact on page nos. 55-56 of this book.

## **Power BI and Web-based Solution**

### **Power BI Solution**

For advanced users and organizations seeking dynamic insights, the Daily CCTV Video Footage Auditing Chart can be seamlessly translated into a Power BI dashboard. This approach enhances the capability of analysing surveillance data by providing:

- Real-Time Dashboards:** Interactive visualizations of incidents categorized by type, severity, location, and time slot.
- Drill-Down Capabilities:** Easily filter and analyse specific data points for actionable insights.
- Trend Analysis:** Identify patterns in incidents over time to proactively address recurring challenges.
- Customization:** Tailor dashboards to meet the unique needs of an organization, enabling strategic decision-making.

The Power BI solution empowers management with data-driven insights for faster and more effective responses, all while maintaining user-friendly interfaces for seamless adoption.

### **Web-based Solution**

For enterprises and organizations that require centralized and scalable systems, the chart can evolve into a web-based solution, providing:

- Browser Accessibility:** Operators can log incidents directly into a secure platform, accessible from any device.
- Centralized Data Management:** All entries are stored securely on a server or cloud infrastructure, ensuring real-time updates and compliance with data policies.
- Role-Based Access:** Operators, supervisors, and management can access the platform with permissions tailored to their responsibilities.
- Real-Time Notifications:** Instant alerts for high-severity or unresolved incidents to ensure timely action.
- Integration Capabilities:** Link with existing systems, such as Video Management Systems (VMS) or AI analytics tools, for a comprehensive surveillance solution.

This web-based approach is ideal for organizations seeking long-term scalability, enhanced collaboration, and streamlined workflows, enabling both operational efficiency and robust security management.

### **Conclusion**

COM-SUR's Daily CCTV Video Footage Auditing Chart is a game-changer for organizations across sectors. By transforming surveillance footage into a structured, actionable dataset, it empowers businesses to not only enhance their security but also gain

insights that drive strategic improvement.

With customizable charts tailored to specific industries, an emphasis on explainable AI, and a seamless feedback loop through RLHF, COM-SUR offers a unique and powerful solution for modern businesses. From airports to zoos, COM-SUR enables organizations to harness the full potential of their CCTV systems, making daily auditing a cornerstone of security, intelligence, and operational excellence.

Note: Read our detailed White Paper on this topic at [www.comsur.biz](http://www.comsur.biz)



# 1. AIRPORTS

## Challenges faced by airports:

### 1. Terrorism and sabotage:

Airports are potential targets for terrorist attacks or acts of sabotage, posing risks to the safety of passengers, airport personnel, and infrastructure. Perpetrators often conduct pre-operational surveillance of the target area, making it important to detect suspicious activity during this phase to prevent an incident.

### 2. Unauthorized access:

The unauthorized entry of individuals into restricted areas, such as runways, terminals, and control towers, can compromise airport security and disrupt operations.

### 3. Security breaches:

Breaches in security protocols, such as passengers bypassing security checkpoints or prohibited items being smuggled onto aircraft, can pose significant risks to aviation safety.

### 4. Theft and vandalism:

Airports often handle valuable cargo and passenger belongings, making them targets for theft and vandalism, both in public areas and restricted zones.

### 5. Airside incidents:

Unauthorized access to runways or tarmac areas by individuals or vehicles can lead to accidents, endangering aircraft, passengers, and airport personnel.

### 6. Passenger safety and crowd management:

Ensuring the safety and security of passengers in crowded areas, such as terminals, boarding gates, and baggage claim areas, is a significant challenge. Crowd control, emergency response, and managing potential threats like stampedes or panic situations are crucial. Also, there are concerns about kidnapping of passengers, especially young children.

### 7. Employee screening and insider threats:

Screening airport employees and service providers to prevent insider threats, including theft, smuggling, or collusion with external entities, is an ongoing challenge.

## 8. Public area security:

The security of public areas within the airport, such as parking lots, drop-off zones, and public transportation facilities, is important to prevent potential threats and criminal activities.

## 9. Compliance issues:

Airports must comply with various regulatory requirements and international standards related to security, passenger screening, cargo handling, and emergency response, which can be challenging to implement and maintain.

## 10. Insider threats:

Airports have to deal with a plethora of insider threats from disgruntled employees or even unwitting airport staff who fail to follow proper security measures.

## 11. Humongous growth of surveillance video:

The exponential growth of surveillance cameras has resulted in an unprecedented surge in surveillance video. Effectively managing this data has become a daunting challenge due to the massive storage capacity required, especially considering the prolonged retention periods necessary for security, incident investigation, or legal purposes. Furthermore, the prevalence of high-resolution video with increasing megapixels compounds the storage demands, making efficient data management an urgent priority for organizations grappling with the immense volume of surveillance footage.

### Use of video surveillance at airports:

Most airports have video surveillance covering the following areas:

- Entrances and exits (gates)
- Parking lots
- Airline counters
- Immigration counters
- Passenger security checkpoints
- Shopping areas
- Food courts

- Baggage claim and freight storage areas
- Flight line/tarmac areas
- Other critical areas that house expensive equipment and other public access areas deemed important
- Corridors and elevator lobbies

Further, the concerned stakeholders at airports generally need to review and analyse recorded CCTV video footage from time to time for investigating incidents, passenger grievances and/or accidents, and other issues in order to corroborate evidence as well as assisting Police/other Law Enforcement Agencies.

Note: Read our detailed White Paper on this topic at [www.comsur.biz](http://www.comsur.biz)



## **2. AGRICULTURE AND ALLIED INDUSTRIES**

### Challenges faced by agriculture and allied industries:

#### **1. Crop health and safety issues:**

Farmers and agribusinesses need to monitor crop health and safety to prevent disease, pests, and other threats from damaging their crops.

#### **2. Compliance issues:**

Agriculture and allied industries operate in a highly regulated environment and are subjected to continuous scrutiny and inspections from various regulatory bodies and other local and global authorities. Farmers and agribusinesses must comply with numerous laws and regulations related to food safety, environmental protection, and worker safety.

#### **3. Theft and vandalism:**

Agricultural facilities, equipment, and crops can be targeted by thieves and vandals, causing significant financial losses for farmers and agribusinesses. Perpetrators often conduct pre-operational surveillance of the target area, making it important to detect suspicious activity during this phase to prevent an incident.

#### **4. Animal welfare issues:**

Farms and livestock facilities must ensure that animals are treated humanely and provided with proper care, which can be difficult to monitor and enforce.

#### **5. Trespassing and unauthorized access:**

Unauthorized individuals entering agricultural premises can pose a security risk, potentially leading to theft, property damage, or safety hazards.

#### **6. Livestock predation:**

Livestock farms may face challenges from predators, such as wild animals, which can harm or kill livestock and affect the overall productivity and profitability of the operation.

#### **7. Natural disasters:**

Agriculture is susceptible to natural disasters like floods, droughts, storms, wildfires, and extreme weather events. These can cause significant damage to crops, infrastructure, and equipment.



## 8. Biosecurity risks:

Disease outbreaks among livestock or crops can have devastating consequences for agriculture. Maintaining strict biosecurity measures and monitoring for potential disease threats is crucial.

## 9. Equipment and machinery safety:

Agriculture involves the use of heavy machinery and equipment, which can pose safety risks to workers. Ensuring proper training, maintenance, and adherence to safety protocols is essential.

## 10. Insider threats:

Agriculture and allied industries have to deal with insider threats from disgruntled employees or even unwitting staff who fail to follow proper security and safety measures.

## 11. Humongous growth of surveillance video:

The exponential growth of surveillance cameras has resulted in an unprecedented surge in surveillance video. Effectively managing this data has become a daunting challenge due to the massive storage capacity required, especially considering the prolonged retention periods necessary for security, incident investigation, or legal purposes. Furthermore, the prevalence of high-resolution video with increasing megapixels compounds the storage demands, making efficient data management an urgent priority for organizations grappling with the immense volume of surveillance footage.

### Use of video surveillance in agriculture and allied industries:

Most farms and agribusinesses have video surveillance covering the following areas:

- Entry and exit points
- Fields and crops
- Livestock facilities
- Water sources and irrigation areas
- Equipment storage and maintenance areas
- Processing and packaging areas
- Farm offices and administrative areas

- Perimeter and access points

Further, the concerned stakeholders at farms and agribusinesses generally need to review and analyse recorded CCTV video footage from time to time for investigating incidents and/or accidents, and other issues in order to corroborate evidence as well as assisting Police/other Law Enforcement Agencies.

In addition, drones (UAVs) are used to monitor crop health, irrigation, and other activities on a farm. Farms and agribusinesses generally need to review and analyze recorded CCTV video footage from time to time of their daily operations as well as incidents/accidents at their plants. This footage is also used for training employees in order to prevent future recurrences.

### Remote Video Auditing (RVA):

Remote Video Auditing (RVA) has been adopted by some farms and agribusinesses as a tool for monitoring and improving animal welfare. RVA involves the use of cameras to remotely monitor animal welfare practices and ensure that they meet industry standards and regulations. It is commonly used in the meat and poultry industries, where animal welfare is a major concern. RVA works by capturing video footage of animal handling and processing activities, which is then reviewed by trained auditors who assess compliance with industry standards and regulations.

### Precision agriculture:

Precision agriculture, also known as precision farming or site-specific crop management, is a farming approach that uses advanced technology and data analysis to optimize crop production and minimize waste. It involves collecting and analyzing data on soil conditions, weather patterns, and crop growth, and using this information to make more informed decisions about planting, fertilizing, irrigating, and harvesting crops. There are several types of specialised cameras used in precision agriculture as follows:

1. **Multispectral cameras:** Multispectral cameras capture images of crops in multiple spectral bands, providing information on crop health, vigor, and stress. This data can be used to identify areas of the field that may require additional irrigation, fertilizer, or pest management.
2. **Hyperspectral cameras:** Hyperspectral cameras capture images in many narrow, contiguous spectral bands, providing even greater detail on crop health and composition. This data can be used to identify specific crop species or varieties, detect nutrient deficiencies, and monitor the impact of environmental factors such as drought or flooding.

3. Thermal cameras: Thermal cameras capture images of crops in the infrared spectrum, providing information on plant temperature and stress. This data can be used to identify areas of the field that may be experiencing water stress or disease, and to optimize irrigation and pest management strategies.

4. RGB cameras: RGB cameras capture images in the red, green, and blue wavelengths, providing information on crop growth and canopy cover. This data can be used to estimate biomass and yield, as well as to detect weed or pest infestations.

5. 3D cameras: 3D cameras capture images of crops in three dimensions, providing information on plant height, spacing, and structure. This data can be used to optimize planting density, detect nutrient deficiencies, and monitor the impact of environmental factors such as wind or hail.

Note: Read our detailed White Paper on this topic at [www.comsur.biz](http://www.comsur.biz)



### 3. ANIMAL SLAUGHTERHOUSES

#### Challenges faced by animal slaughterhouses:

##### 1. Animal welfare concerns:

Ensuring the welfare of animals throughout the slaughter process is a critical issue. Challenges can arise in handling and restraining animals, preventing stress or injuries as well as animal cruelty, and complying with regulations to minimize pain and suffering.

##### 2. Unauthorized access:

Unauthorized individuals gaining access to the facility can pose a significant security risk. This includes trespassers, activists, or even potential thieves who may attempt to disrupt operations, cause harm, or steal valuable equipment. Perpetrators often conduct pre-operational surveillance of the target area, making it important to detect suspicious activity during this phase to prevent an incident.

##### 3. Employee safety:

The work environment in a slaughterhouse can be hazardous, with heavy machinery, sharp tools, and the potential for slips, trips, and falls. Adequate safety protocols, training, and protective equipment are essential to protect employees from accidents and injuries.

##### 4. Food safety and contamination risks:

Maintaining hygiene and preventing contamination are crucial in slaughterhouses to ensure food safety. Proper sanitation, waste management, and preventing cross-contamination between different areas are constant challenges.

##### 5. Equipment and machinery failures:

Malfunctioning or inadequate maintenance of equipment and machinery can result in operational disruptions, production delays, and safety risks. Regular inspections and maintenance protocols are necessary to prevent equipment failures.

##### 6. Fire hazards:

The presence of flammable materials, electrical equipment, and heating systems in animal slaughterhouses can increase the risk of fires.

##### 7. Security breaches and theft:

Animal slaughterhouses may store valuable equipment, livestock, and processed meat products, making them potential targets for theft or vandalism.

## 8. Compliance issues:

Animal slaughterhouses must comply with various local, regional, and national regulations related to animal welfare, food safety, environmental standards, and worker safety. Ensuring ongoing compliance with these regulations is a continuous challenge.

## 9. Environmental Impact:

Animal slaughterhouse operations generate waste, such as wastewater, animal by-products, and packaging materials. Proper waste management, including treatment and disposal, is crucial to prevent environmental pollution and meet regulatory requirements.

## 10. Insider threats:

Animal slaughterhouses have to deal with insider threats from disgruntled employees or even unwitting staff who fail to follow proper security and safety measures.

## 11. Humongous growth of surveillance video:

The exponential growth of surveillance cameras has resulted in an unprecedented surge in surveillance video. Effectively managing this data has become a daunting challenge due to the massive storage capacity required, especially considering the prolonged retention periods necessary for security, incident investigation, or legal purposes. Furthermore, the prevalence of high-resolution video with increasing megapixels compounds the storage demands, making efficient data management an urgent priority for organizations grappling with the immense volume of surveillance footage.

### Use of video surveillance at animal slaughterhouses:

Most animal slaughterhouses have video surveillance covering the following areas:

- Entry and exit points
- Animal holding areas
- Stunning and killing floors
- Processing areas
- Storage and loading areas
- Employee areas
- Areas containing critical infrastructure such as refrigeration units, water supply systems, electrical control rooms

# THE FINAL WHISPER

## CCTV IS NOT ENOUGH – WE MAKE IT WORK FOR YOU

While it is not being suggested that following the suggestions in this book can cure all issues, the chances of achieving optimal outcomes from this visually rich source of information are significantly higher.

The Footage Whisperer offers a guiding light, unlocking the true potential of CCTV footage to empower you with valuable insights and actionable intelligence. In a world where standardization is key, we speak the language of success, eliminating confusion and maximizing the impact of your surveillance efforts.

We extend our heartfelt gratitude for investing your time in reading this book and trust that it will serve as a valuable resource, enriching your journey in multiple ways. Together, let us embark on a path where surveillance becomes a powerful tool, transforming the way we see and understand the world around us.



**"Max - a guardian's heart, forever by our side,  
Like COM-SUR's vigilance, in memories abide."**

# UNMASK THE TRUTH

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IN SHADES OF MYSTERY, A FACE CONCEALED,  
A MASK THAT SAFEGUARDS, A WORLD REVEALED.  
GARBAGE TO GOLD, THE FOOTAGE TRANSFORMS,  
THROUGH DAILY AUDITS, TRUST REFORMS.

BILLIONS OF EYES, CAMERAS OF SIGHT,  
COM-SUR STANDS STRONG, ENSURING THE RIGHT.  
A VACCINE AGAINST LIES, DECEPTION'S CURE,  
PREVENTING HARM, SECURITY SECURE.

FROM AIRPORTS TO ZOOS, A TO Z,  
THE WHISPERS OF TRUTH, COM-SUR SETS FREE.  
A TOOL OF ASSURANCE, EACH IMAGE REFINED,  
GARNERING INSIGHTS, THE FUTURE DEFINED.

DON'T WAIT FOR CHAOS TO SCREAM AND SHOUT,  
UNLEASH THE POWER OF WHAT CAMERAS TOUT.  
WITH THE FOOTAGE WHISPERER'S CLOUT SO STRONG,

**SEE WHAT THE CAMERA SAW ALL ALONG!**