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**sur**  
the missing piece of CCTV

# THE FOOTAGE WHISPERER

# "SEE WHAT THE CAMERA SAW"

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**UTILITY VALUE OF  
COM-SUR™ TO ENHANCE  
HOMELAND SECURITY  
WITH SPECIAL REFERENCE  
TO COMMUNITY POLICING**

## WELCOME



## AUDIT HOURS OF FOOTAGE IN MINUTES

## FIND OUT HOW COM-SUR, THE BEST 'MOUSETRAP' WILL HELP

## ["Seeing is believing - See what the camera saw"](#)

CCTV and other forms of video surveillance are commonly used by nations to enhance their homeland security world over, but footage is often only reviewed reactively. Our company realized this problem early-on and has developed the world's only CCTV video footage auditing software that encourages daily auditing of CCTV footage, filling the gap for a complete "workflow". The software works with existing cameras and VMS, regardless of type/brand, and provides a standardized approach for intelligent incident reporting. Our software also offers exceptional investigative capabilities.

## 'COM-SUR' – THE WORLD'S ONLY CCTV/SURVEILLANCE VIDEO FOOTAGE AUDITING, SMART BACKUP, AND STANDARDIZED INTELLIGENT INCIDENT REPORTING SOFTWARE – THE MISSING PIECE OF CCTV/SURVEILLANCE VIDEO

COM-SUR is the world's only CCTV/surveillance video footage auditing, smart backup, and standardized intelligent incident reporting software that serves as a complete workflow and force multiplier. It helps audit 24 hours of footage in minutes, reduces data size, creates standardized intelligent reports, and delivers business intelligence. COM-SUR helps unlock hidden information in CCTV/surveillance video footage and enables people to gain actionable intelligence, improve homeland security, prevent crime and losses, identify and mitigate threats and hazards, and improve operational efficiency. It empowers people to gain new jobs as CCTV/surveillance video footage auditors and start new businesses of auditing video footage. Like MS Office, COM-SUR is an enabler that makes it easy to work with CCTV and other surveillance cameras in a standardized way, leading to better decision-making. It also offers exceptional investigative capabilities.

## HOW COM-SUR SMARTLY REDUCES 'VIDEO' STORAGE SIZE

COM-SUR employs an innovative approach to

smartly reduce the amount of video to be audited and consequently the storage size of videos. Regardless of the video's frame rate, COM-SUR captures a single image of the consolidated 'moment' of 'that' one second, when the I, P, and B frames come together. This method significantly reduces data size without sacrificing vital information. It goes without saying that when multiple cameras are displayed in a grid view, say 4x4, the storage size is further reduced since all the cameras are captured as a single image. Since no suggestion is being made to replace the actual video with images, COM-SUR acts as a wonderful supportive technology both to audit (review) just 86400 frames representing 24 hours and reducing the data size at the same time.

#### HOMELAND SECURITY CHALLENGES

##### 1. Terrorism:

Homeland security agencies are tasked with preventing, detecting, and responding to acts of terrorism. This includes the threat of both domestic and international terrorism, such as bombings, hijackings, cyber-attacks, or the use of weapons of mass destruction. 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. Border security:

Ensuring the security of national borders is a crucial aspect of homeland security. Challenges include preventing illegal immigration, drug trafficking, human smuggling, and the movement of illicit goods or materials across borders.

##### 3. Critical infrastructure protection:

Safeguarding critical infrastructure, including

transportation systems, energy facilities, communication networks, and water supplies, is essential for homeland security. Threats to critical infrastructure can include physical attacks, sabotage, or cyber-attacks that disrupt essential services.

##### 4. Natural disasters:

Homeland security agencies are responsible for disaster preparedness, response, and recovery. Natural disasters such as hurricanes, earthquakes, floods, or wildfires can cause significant damage and require coordinated efforts to mitigate the impact and provide assistance to affected populations.

##### 5. Insider threats:

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

##### 6. 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.

#### HOW COMMUNITY POLICING HELPS POLICE/LAW ENFORCEMENT AGENCIES ENHANCE HOMELAND SECURITY

Community policing involves Police/other Law

Enforcement Agencies/other Government Agencies proactively engaging with citizens to prevent potential crimes and gather intelligence. This approach complements homeland security initiatives by providing Police/other Law enforcement agencies with vital information to prevent terrorist activities and other threats. Private CCTV cameras in businesses and residential complexes offer a massive opportunity for law enforcement agencies to monitor vulnerable areas and gather intelligence. Several community policing initiatives have been launched globally to monitor these cameras and thereby enhance homeland security. In this context, if every citizen audits their own CCTV footage on a daily basis, it will greatly reduce policing burden and save governments huge amounts of funds.

#### USE OF VIDEO SURVEILLANCE TO ENHANCE HOMELAND SECURITY

Governments enforce the use of video surveillance to monitor the following:

- Borders (land and maritime borders)
- Ports of entry (airports and seaports)
- Critical infrastructure (government facilities, power and nuclear plants etc.)
- Public facilities
- Sensitive locations such as places of worship, schools and other educational institutions, healthcare facilities, banks etc.
- Businesses such as retail outlets, hotels, chemical and pharma companies, manufacturing facilities, and so on.

Further, each of the above facilities generally need to review and analyse recorded video

footage from time to time for investigating incidents and/or accidents, and other issues in order to corroborate evidence. Also, to monitor border areas, remote /inaccessible locations where installing CCTV cameras is not feasible, as well as rallies/gatherings, drones are being used.

#### LIVE MONITORING – CHALLENGES

For each of the facilities mentioned in the previous topic, there is a dedicated control room with operators, set up for live monitoring of CCTV and other cameras such as drones. However, live monitoring comes with its own set of challenges of video blindness, poor attention span, boredom, operator bias, false alerts, and so on. Moreover, these cameras continuously capture and record humungous amounts of video data. It therefore becomes a daunting task for the operators to review and analyse this data whenever the need arises. Thus, it may be noted that benefits from video surveillance systems can accrue only when they are used optimally, suggestions for which are enumerated further on, in this document.

#### COMPLIANCE - GENERAL

Conformity or compliance in any organization means adherence to laws and/or rules and regulations, various standards, as well as data storage and security requirements as laid down by government bodies, governing bodies of the respective industry, or the management of the organization. When an organization complies with the requirements mandated by government and/or governing bodies, then it is termed as 'regulatory compliance' which enables the organization to run in a legal and safe manner.

### 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 video footage from time to time for investigating and preventing compliance issues. Auditing video 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.

### "CCTV AND OTHER FORMS OF VIDEO SURVEILLANCE ARE NOT ENOUGH – WE MAKE IT WORK FOR YOU"

While it is not being suggested that optimal usage of video surveillance can cure all issues, several issues of the following kind can be addressed by doing just a little 'more' with respect to making the optimal use of video surveillance systems:

- Recces/suspicious movements/activities
- Patterns of enemy/intruder movement (especially at borders)
- Insider job/security lapses
- Unauthorized/unlawful activities/visitors
- Accidents/Causes of potential accidents
- Loss/theft
- Unclaimed/unattended objects
- Health and safety issues
- Instances of women and child abuse
- Intrusions, especially by animals
- Inattentive staff (e.g. guard sleeping)
- Cameras/recorder malfunctions

So, what is the 'more' that needs to be done?

### 1) AUDIT CCTV AND OTHER SURVEILLANCE

VIDEO FOOTAGE DAILY AS A STANDARD  
OPERATING PROCEDURE

'Auditing' means 'seeing' what the cameras 'saw'. Auditing of CCTV and other surveillance video footage should be done daily (continuous investigation) to identify potential issues and threats. Auditing is a dedicated and systematic process that helps address challenges related to live monitoring and alert-based systems. Auditing helps in evaluating analyzing incidents to improve existing policies, procedures, and processes. Concerned personnel should be trained to become video footage auditors, and the audit teams should be rotated to avoid complacency/collusion. Daily auditing of CCTV and other surveillance video footage can also help in adhering to the principles of Kaizen and TQM for business improvement.

2) DOCUMENT AUDIT FINDINGS/INCIDENTS

Audit findings/incidents should be documented in a standardized template to find the root cause to prevent future recurrences. Historical data of such findings/incidents can reveal patterns that can help take better informed corrective and preventive action. If incidents are reported in a standardized template, relevant authorities can derive business intelligence from the data and take action for the collective benefit of all stakeholders of homeland security initiatives.

3) ENSURE DISASTER RECOVERY OF CCTV AND  
OTHER SURVEILLANCE VIDEO FOOTAGE – LIKE  
A 'BLACKBOX'

CCTV and other surveillance video footage must be stored at multiple locations in order to ensure that even if the recorder is stolen,

destroyed or tampered with the data is never lost. Further, any backed-up data must easily be searchable and retrievable; else, it is going to be a nightmare finding the relevant video.

4) DISPLAY DYNAMIC INFORMATION AT  
RELEVANT PLACES

Document and display details of information that is dynamic in nature in relevant areas. For example:

1. List of officials on duty at an organization.
2. List of authorized security personnel deployed at an organization.
3. List of suspected terrorists or offenders likely to visit the premises of an organization (a 'Watch out' list).

5) USE A POWERFUL NEW SIGNAGE

**"WE AUDIT CCTV VIDEO FOOTAGE EVERYDAY".**

One size, one color, one powerful message.  
Across the nation.

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.

### HOMELAND SECURITY ENHANCED THROUGH CROWD SOURCED SURVEILLANCE AND COMMUNITY POLICING

COM-SUR encourages users of CCTV to audit their own CCTV video footage as a standard operating procedure. Regular auditing of CCTV by the public means that the Police/other Law Enforcement Agencies have more 'eyes' working for them. This enables the Police/other Law Enforcement Agencies in identifying potential threats and dangerous situations before they can occur. Also, in case of a crime, if a standardized incident report is delivered to the Police/other Law Enforcement Agencies by the affected party in PowerPoint carrying the entire story (what, where, when, why, who, how, and the video clip), crime would get solved faster.

### NEW SKILL – 'CCTV VIDEO FOOTAGE AUDITOR'

In a groundbreaking move, the Ministry of Skill Development of India has established National Occupational Standards for the crucial skill of CCTV Video Footage Auditing. The Ministry of Education has also introduced a course to teach this skill to students in grades 11 and 12. This initiative will not only create new job opportunities and business ventures for those seeking a fresh career path but also for retirees from both the armed forces and the private sector. Additionally, this skill will help activate the millions of CCTV cameras currently underutilized, bringing them out of 'sleep mode' and enhancing their effectiveness.

### AI WHERE YOU NEED IT, HI ALL THE TIME – THE AUGMENTED INTELLIGENCE MANTRA

The true power of COM-SUR lies in its ability to

seamlessly integrate AI and Human Intelligence (HI) into a cohesive, Augmented Intelligence system. With COM-SUR, AI can be leveraged when needed to enhance analysis and generate insights, while HI remains at the core of the system's operation, ensuring that the technology is always accessible, intuitive, and responsive to human needs. This balance between AI and HI is what defines Augmented Intelligence, making COM-SUR a revolutionary tool that elevates the entire surveillance industry.

### CONCLUSION

"You see, but you do not observe"—a famous quote by Sherlock Holmes in A Scandal in Bohemia (1891, by Sir Arthur Conan Doyle)—perfectly illustrates the need for human insight in surveillance. 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. "Cameras don't lie"—but how will you know unless you 'see' what the cameras 'saw'? Don't wait for things to go wrong. Start auditing your CCTV footage with award-winning COM-SUR today. In closing, we present three guiding principles that will revolutionize video surveillance:

- 1. Auditing is fundamental—everything else is peripheral.**
- 2. Cameras have lenses—humans have eyes.**
- 3. Let's make cameras 'accountable.'**