



**Cloud CCTV as a Service
(OpenEye)**

G Cloud 15

Service Definition Document

Presented by Ajar Technology

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1. Introduction

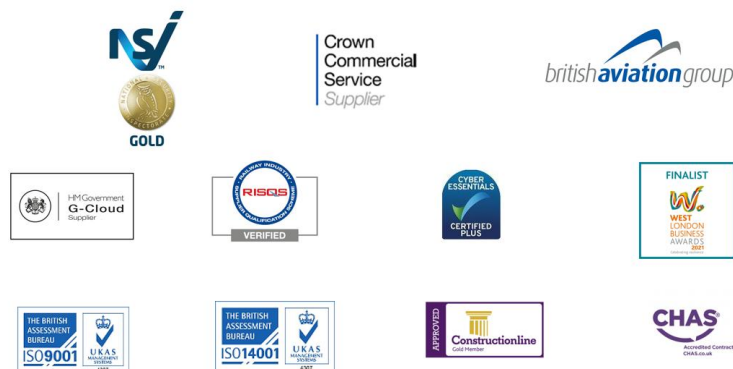
Ajar Technology is an IP Security & Audio Visual Solutions System Integrator

The company mission is to apply agnostic, strategic thought leadership to identify and implement quality user-intuitive technologies that are appropriate for the use case and that deliver a value for our client organisations.

We have been working with clients and technology partners to deliver digital transformation projects across sectors since 2005. We are proud to have worked with a number of high profile clients that are recognised as critical national infrastructure ranging from the British Airport Authority, the Home Office, Ministry of Justice, and Network Rail, to the wider UK Police Service, and significant housing projects.



We are trusted by clients, partners and vendors, holding high levels of industry accreditations. In addition we invest heavily in our teams' professional development and ensure that they hold the right levels of certification to deliver and support the solutions we provide.



Our ability to work effectively alongside clients and partners and understand their agenda for change has resulted in long standing and successful relationships. The results are demonstrably innovative; technology supports the realisation of transformational business change.

- Technology solutions providing operational excellence, driving down the end to end cost of operations and service provision whilst maintaining and enhancing service quality
- Disaggregating, re-using, optimising, sharing and modernising technologies improves productivity and efficiency by leveraging open standards and system interoperability to deliver a common technology infrastructure
- Collaborative and communicative technology solutions to equip the workforce with the tools to operate flexibly , work remotely and to rationalise legacy and diverse technology estates

- Technology solutions providing real time situational awareness and centralised system management reporting to ensure regulatory compliance is proven and evidential

Our approach aims to incorporate and address the key challenges and enablers in social and critical infrastructure and technology. In putting together this proposal, we have been informed not only by the need to incorporate the challenges and values above, but also through our fundamental principle of adding value through innovation.

Our objective is to ensure the technologies map effectively to the principles that underpin transformational service delivery and support the push for the desired outcomes and efficiencies. There is no one solution to all needs and no single emphasis on a single technology. We continue to deliver an integration approach and one that is infinitely adaptable to the challenges that operational excellence presents. Our approach is to provide a means to exploit these 'multiple channels' of service delivery and 'multimedia' to effectively and strategically deliver the reality of genuinely transformed services and working processes. – and the outcomes that result as a consequence of these.

Audio Visual

Control rooms

Collaboration spaces

Boardrooms

Auditoriums

Meeting rooms

Security

CCTV

Access control

Biometrics

Intruder alarms

ANPR

Specialised Integrated Solutions

Lidar technologies

Automated public address (AI)

Military training simulators

Smart building design

Custody suites



2. Cloud CCTV as a Service

OpenEye is a cloud-managed video surveillance platform (OWS) that combines high-performance local recording with cloud-based management and AI-powered analytics. It offers scalable security solutions for businesses, featuring remote access, real-time alerts, and integration with third-party systems.

Key details about OpenEye CCTV:

- **Cloud Management:** OpenEye Web Services (OWS) enables remote administration, health monitoring, and user management for multiple locations via a single interface.
- **Technology:** Features include AI-powered video analytics for detecting people, vehicles, and license plates, as well as two-way audio and automatic video snapshots for, say, access control.
- **Hardware:** Offers IP cameras ranging from 2MP to 12MP, including 4K bullet and 360-degree fisheye cameras.
- **Flexibility:** Supports hybrid setups, allowing users to combine existing third-party or analog cameras with new cloud-native cameras.

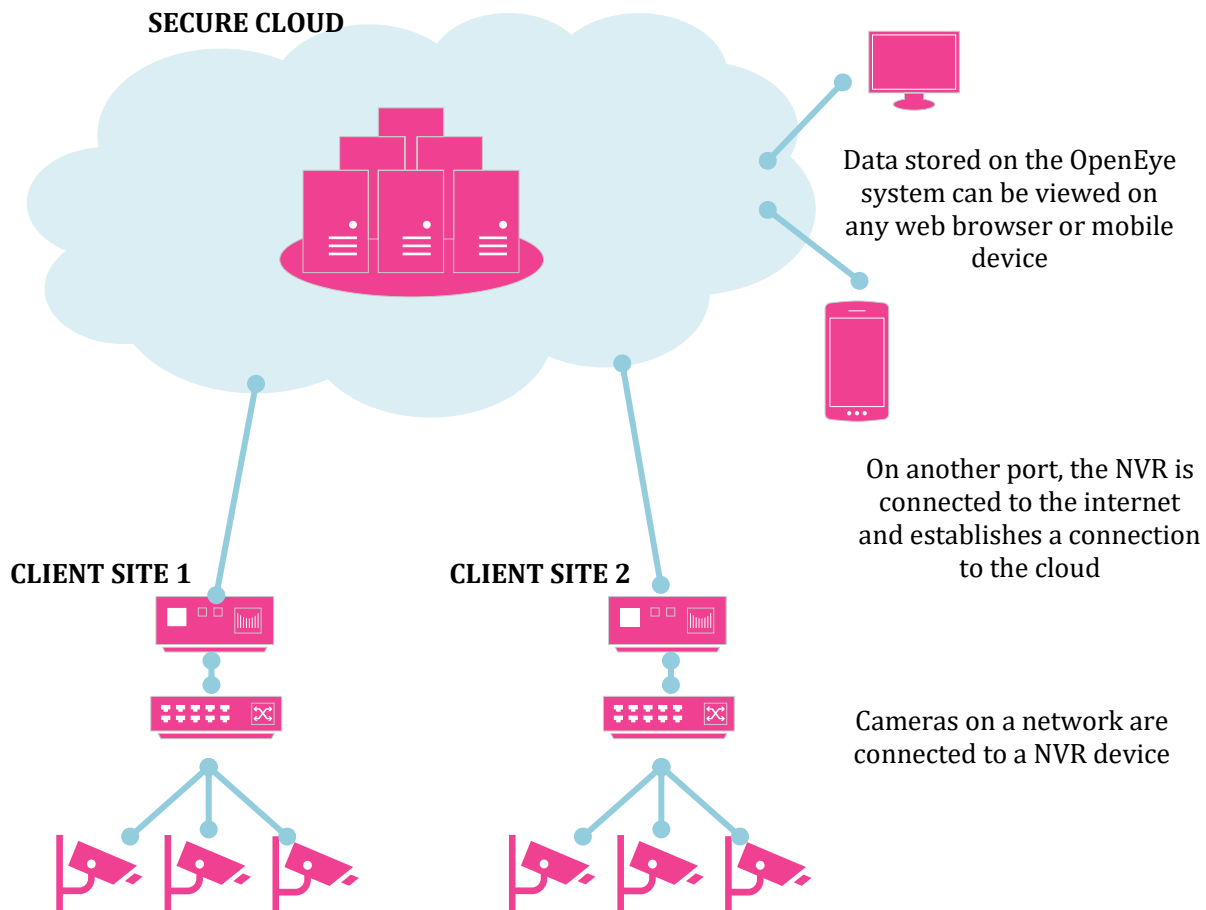
Cloud CCTV tackles a number of challenges faced by Public Sector organisations when managing their CCTV surveillance estates.

Challenge	Cloud based solution benefits
No/limited remote access and management	Global, real time remote management and access
Lacks scalability	Unlimited flexibility and scalability
Significant IT maintenance and repair cycles	24/7 uptime, continuous delivery, camera and system performance monitoring
Cybersecurity concerns	Fully encrypted video, secure transmission, audits and pen. testing
No/limited video analytics and business intelligence	AI and analytics in the cloud, flexibility to change instantly without hardware deployment
Fragmented systems can lack governance	Central management with combinations and personalisation of login and access rights

The solution is scalable and enables organisations to securely access their footage via permission based accounts through a web browser. The OpenEye solution brings a number of advantages:

- Secure cloud hosting
- Open platform – flexible, open enterprise platforms integrates with other mission critical applications extending the power of the video management system
- Camera flexibility – integrates with thousands of cameras including Honeywell, Avigilon, Hanwha, Axis, Dahua and Hikvision therefore reducing the need to replace existing camera estate, or standardise if they have existing mixed brands across the estate

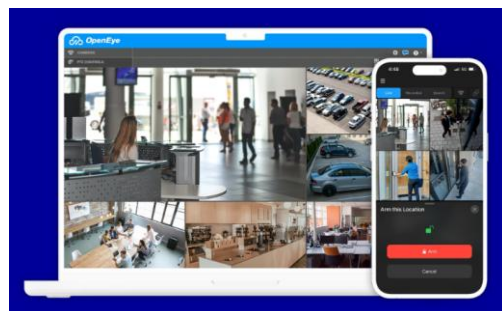




The OpenEye CCTV technology provides a true cloud experience to enable secure remote access to CCTV footage stored in the cloud for a predetermined period of time ranging from 7 days to 5 years.

Users can access the platform via a web browser, through their mobile device, laptop or PC. There is also a user App which provides the same interface and access for designated users.

On the web browser and the App, specific analytics can be added to all or some locations depending on use case.



Public Sector organisations manage vast amounts of assets and in many cases, look after staff, residents and visitors. The ability to centrally manage and monitor assets for safety, security and data driven analytics is ever increasing. By adopting a cloud managed centralised platform such as Open Eye, key leaders and managers are able to securely manage their estates in line with General Data Protection Regulations, and a cloud first approach.

Public sector bodies can benefit from in-built search and AI capabilities bringing operational efficiencies and streamlining of services.

OpenEye CCTV, specifically through its OpenEye Web Services (OWS) cloud-managed platform, utilizes AI-powered analytics to improve search efficiency and operational intelligence. Key functions include attribute-based filtering for people and vehicles, similarity searches across cameras, and proactive alerts for security events.

AI-Powered Search and Analytics Features:

- **Attribute Filters:** Users can search for specific, identifiable attributes such as clothing colour, vehicle type, and vehicle colour to quickly narrow down footage, reducing search time from hours to minutes.
- **Similarity Search:** This feature allows users to select an existing object (person or vehicle) in a video scene and find similar matches across all cameras and locations, utilising multi-point AI mapping.
- **Smart Motion/Object Detection:** OWS AI analytics distinguish between actual human/vehicle motion and environmental noise (e.g., shadows, rain, trees), reducing false alerts.
- **Object Tracking/Re-ID:** The system can track individuals or vehicles across different cameras (re-identification).
- **Line Crossing, Loitering, and Intrusion:** AI-driven detection of specific, configurable behaviours for real-time alerts.
- **License Plate Recognition (LPR):** AI-powered, cloud-managed LPR allows searching and alerts based on specific license plate data.
- **Operational Analytics:** In partnership with Wobot.ai, OpenEye offers analytics for business operations, including:
 - **Queue Length Detection:** Monitors and alerts when queues exceed defined limits.
 - **Customer/Vehicle Journey Time:** Tracks dwell times
 - **Heatmapping:** Identifies high-traffic areas to optimise store layouts.
 - **Occupancy Counting:** Measures, in real-time, the number of people in a space.
 - **Employee Exclusion:** Distinguishes between staff and customers for accurate metrics.

Operational Benefits:

- **Reduced False Alarms:** AI analytics minimise noise, ensuring alerts are only generated for relevant events.
- **Cloud-Enabled Retrofitting:** Existing cameras can be upgraded with AI capabilities via OpenEye's cloud-managed recorders.
- **Video Verification:** Alerts are delivered with visual, thumbnail-based evidence to speed up incident response.
- **Active Deterrence:** Integration with cameras featuring white light and two-way audio to deter suspects.
- **Centralised Management:** Allows for remote management of, and access to, alerts and video across multiple locations.

Integration Capabilities:

- **POS/Access Control:** Integrates transaction data from point-of-sale systems and access control events for comprehensive security monitoring.
- **Third-Party Support:** OpenEye's open platform supports AI analytics from third-party cameras and devices.

- **Central Station Integration:** Allows direct integration with monitoring centres to facilitate rapid emergency response.

3. Key Functionality

- **Cloud-Managed & Hybrid Architecture:** Users can manage settings, users, and alerts from a central web browser or mobile app, while video is recorded locally on-site for better performance and reliability.
- **AI-Powered Analytics:** The system provides actionable insights, including person/vehicle detection, line crossing, loitering detection, and heatmapping.
- **POS & Access Control Integration:** Connects transactional data from point-of-sale systems with video to reduce theft, and links with access control systems for visual verification of entry/exit events.
- **Remote Monitoring & Management:** Allows real-time viewing, playback, and search of recorded video from any location, with no need for port forwarding or VPNs.
- **Proactive Health Monitoring:** Automatically detects issues like hard drive failures, camera offline status, or tampering, notifying users via email or phone.
- **Scalability & Cybersecurity:** The system is designed to scale across multiple locations with ease, with features like automatic firmware updates, multi-factor authentication (MFA), and NIST-compliant encryption.

4. Solution Dependencies

All required power, structured cabling, containment & networking provisions will be provided by others. Any required network and power points are to be within 1m of the proposed solution installation locations.

Access to power and data for connectivity, or Ajar issued network solutions can be provided, such as 4G / 5G router connectivity.

Existing camera hardware is fit for purpose and compatible with the solution.

It is assumed that the customer will provide for the appropriate networking and port connections in addition to the internet connection to access the cloud.

It is assumed that any existing cabling to be reutilised is in full working order.

All strengthening works for any mounting walls will be provided by others.

All required ground and/or civil works will be provided by others unless otherwise stated.

All required specialist plant and/or access equipment will be provided to Ajar Technology on a free of charge basis unless otherwise stated.

Free and unrestricted access will be provided to all required installation locations prior to and during installation works via the use of a goods lift as required. Any specialist access accreditations will be issued free of charge to Ajar Technology personnel.

All installation works will be conducted during normal hours working (Mon-Fri 09:00-17:30) unless otherwise specified. Out of hours works can be quoted upon request

All installation works are concurrent unless otherwise stated

All proposed installation locations are to be provided by/agreed with the client prior to any installation commencing unless otherwise agreed

On-site parking will be provided free of charge to Ajar Technology

All installation works will take place at a single client site unless otherwise stated

It is assumed that any existing client equipment to be repurposed for the project is in full working order and is provided to Ajar Technology free of charge

It is assumed that any third party equipment supplied by others is in full working order and is provided to Ajar Technology free of charge

It is assumed that all making good/post completion decorative works are to be completed by others.