

More signals.

SAME HUMAN ATTENTION.

WHAT TO DO

Intrusion — site closed v11/2

Verify visual evidence

Required

Open the evidence attached to the alarm and look before answering.

Did you confirm a person?

☒ Yes

☐ No

☐ Not sure

Why?

I need help

Review the related signals

Done, App Built

CARA

From signals to **decisions.**

 netsocs

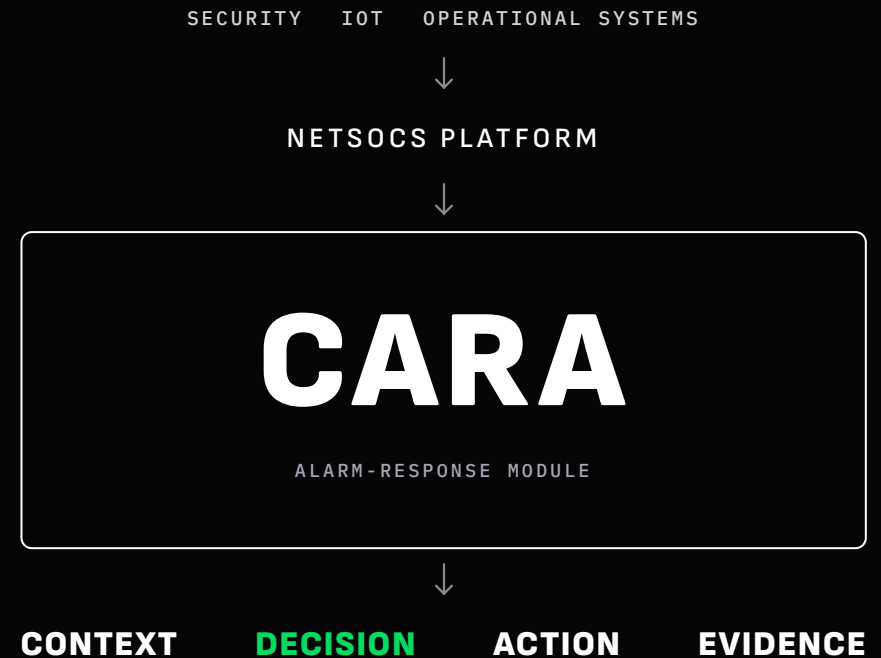
WHAT IS CARA?

WHERE SIGNALS BECOME DECISIONS.

CARA is the alarm-response module of the Netsocs platform. It receives signals from the security, IoT and operational systems connected to Netsocs, relates them into one situation, guides the operator through the defined procedure, coordinates the response and records every step.

CARA IS A MODULE OF THE NETSOCS PLATFORM.

Netsocs Synergy, the core platform, is required. Netsocs connects and unifies the supported technology ecosystem; CARA organises the response.



WHAT IS IT?

The operating layer where alarm signals are turned into decisions.

WHAT DOES IT DO?

Turns signals into context, guided decisions, action and evidence.

WHY IS IT DIFFERENT?

It organises the work around the decision, so the operator no longer has to rebuild the situation by hand.

03:12

**FIVE SIGNALS.
ONE SITE.
ONE OPERATOR.**

03:12:04 Door 17 forced open
03:12:19 Motion – zone 4
03:12:31 Access denied
03:12:40 Person detected
03:12:52 Door 17 forced again

Which camera?

Who do I call?

Is it real?

Can I close this?

**THAT ISN'T MONITORING.
IT'S SEARCHING.**

WHY NOW

INDUSTRY DATA. NOT CARA PERFORMANCE.

MONITORING WILL BE AUTOMATED.

“SOCs and monitoring will be disrupted and automated.”

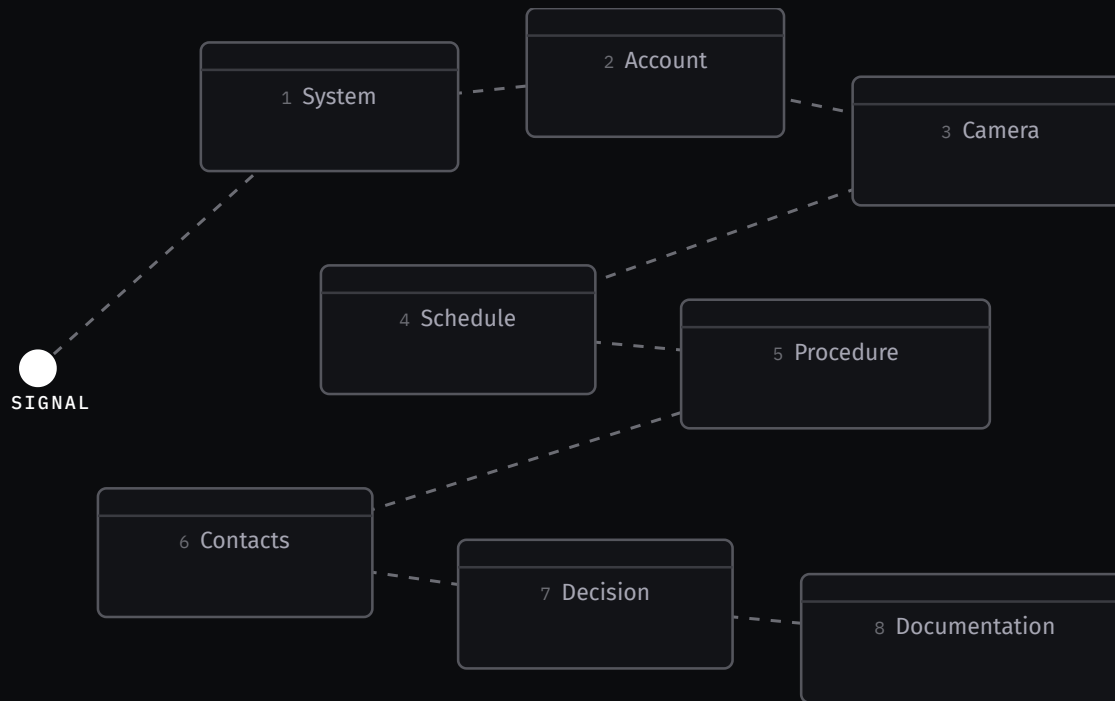
SECURITY INDUSTRY ASSOCIATION – 2026 SECURITY MEGATRENDS, #8

SIGNAL → **VALIDATION** → **DECISION**

STOP DISCOVERING. START DECIDING.

SAME ALARM.
DIFFERENT OPERATING MODEL.

TRADITIONAL



8 places to look. Context rebuilt by hand.

WITH CARA



One path. Context arrives with the alarm.

REMOVE SEARCHING. KEEP JUDGMENT.

CARA does not take the operator out of the decision. It takes out the unnecessary work around it.

HOW CARA WORKS.

ONE INCIDENT.
FIVE STAGES.



01

SIGNALS

Every supported device, one language.

PANEL · ACCESS · CAMERA
EVENTS · IOT



02

CONTEXT

Related signals become one situation.

NORMALIZE · RELATE ·
SITUATION



03

DECISION

Your procedure, one step at a time.

PRIORITY · PROCEDURE · SLA



04

ACTION

From decision to response.

CALL · MESSAGE · DISPATCH



05

EVIDENCE

Every step on the record.

TIMELINE · QUALITY · REPORTS

NORTH WAREHOUSE · DOOR 17 · THE REAL ALARM

03:12:04

DOOR FORCED

03:12:19

CONTEXT CREATED

03:13:21

GUIDED RESPONSE

KEYHOLDER CONTACTED

ON RECORD

UNKNOWN Armed state unknown panel · 100 min · old

UNKNOWN Camera unknown zone mapping · 0 min

FACT Site closed schedule · 0 min

SITE STATE

closed away no camera on this zone

03:13:21 ACTION Review the related signals — done — Ana Ruiz

03:13:13 ACTION Assigned — Ana Ruiz

03:12:52 SIGNAL Signal cid:131 merged (Perimeter - Door 17 rear door)

03:12:40 FACT Linked alarm #225 (cid:130 Burglary): Same account within 300s of alarm #222 (cid:131 Perimeter)

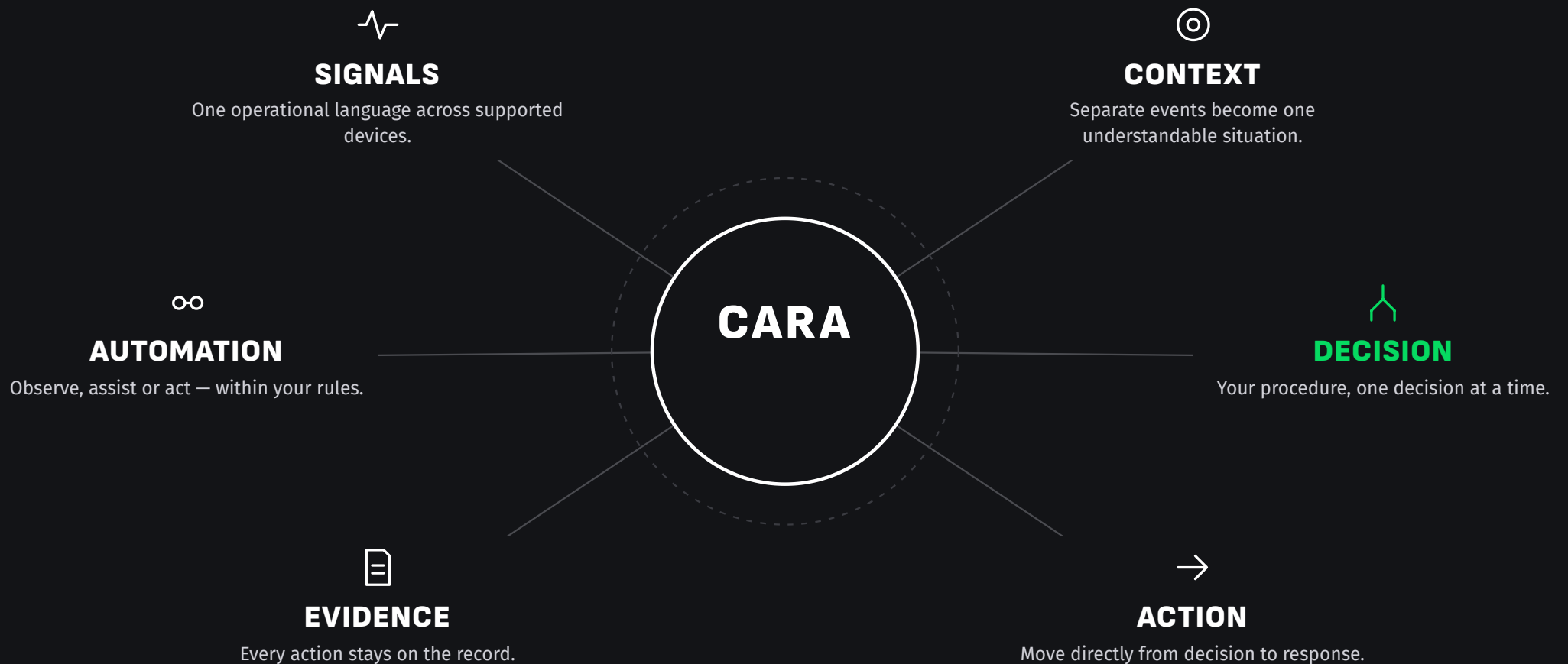
03:12:40 SIGNAL Burglary

03:12:31 FACT Linked alarm #224 (cid:421 Access Denied): Same account within 300s of alarm #222 (cid:131 Perimeter)

EVIDENCE Timeline: signals, facts and actions, written as they happen.

CONTEXT Situation: facts with source and age — unknown stays unknown.

WHAT CARA BRINGS TO THE OPERATION.

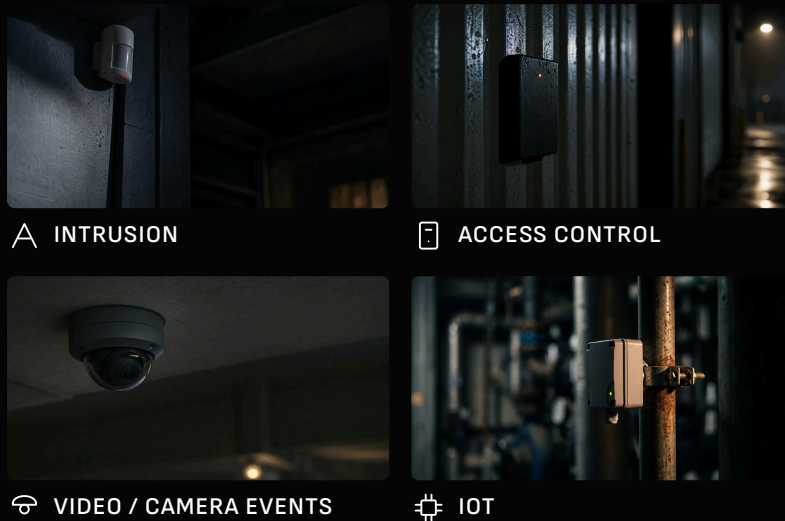


KEEP WHAT WORKS. ADD CARA WITHOUT STARTING OVER.

KEEP YOUR SUPPORTED INFRASTRUCTURE.

CARA changes what happens after the signal arrives. No separate alarm receiver is required for CARA.

YOUR CURRENT ENVIRONMENT



+ PANIC & SECURITY • OTHER NETSOCS-SUPPORTED INTEGRATIONS

01

SUPPORTED EXISTING SYSTEMS

Keep supported systems already connected to Netsocs.

02

MULTI-BRAND ENVIRONMENTS

Bring different supported technologies into one operational flow.

03

ACCOUNT IMPORT

Import and validate existing account information, with a dry run.

04

PHASED ONBOARDING

Move into CARA progressively.

05

TEST BEFORE PRODUCTION

Validate signals and workflows before go-live.

DEPLOY IT YOUR WAY.

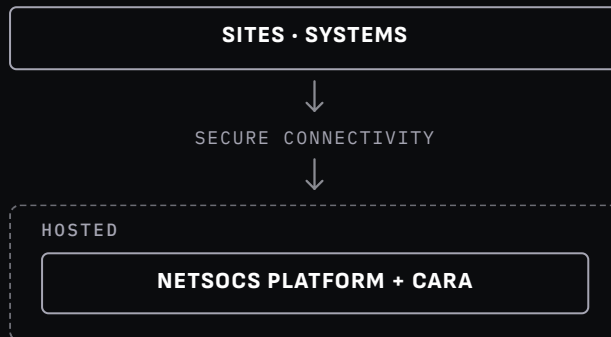
CLOUD. ON-PREMISES. HYBRID.

Choose the architecture that fits your operation.

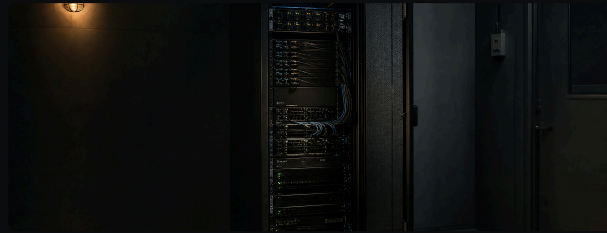


CLOUD

SUPPORTED MODEL

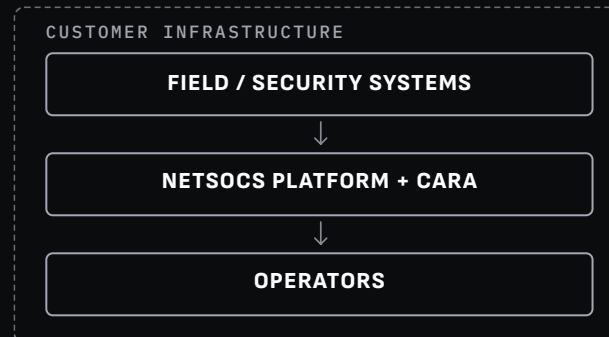


Netsocs and CARA hosted; sites connect over secure links.



ON-PREMISES

SUPPORTED MODEL

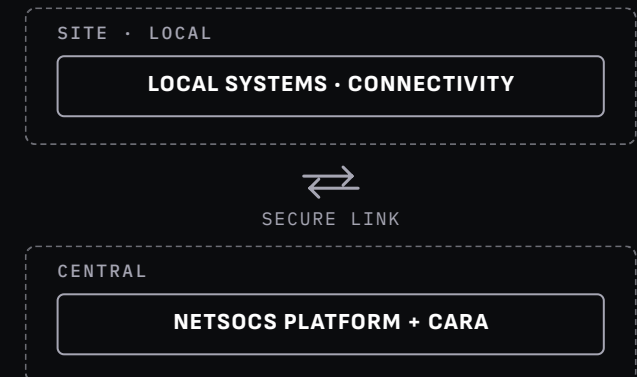


Runs inside customer-controlled infrastructure. Core alarm handling does not depend on internet access.



HYBRID

SUPPORTED MODEL



Local connectivity close to the systems; Netsocs and CARA operate centrally.

Exact topology, hosting responsibility, connectivity and availability design are defined per project. Parallel operation with an existing central-station platform is planned per project.

START SMALL. PROVE IT. SCALE IT.

Deploy without starting over: begin with one alarm type at one site, agree success criteria up front, then bring accounts across in stages.



01

CONNECT

Keep supported systems already connected to Netsocs; add others through Netsocs-supported integrations.



02

MAP

Accounts, devices, priorities, procedures and SLA targets — imported by spreadsheet, with a dry run.



03

TEST

Technician test mode validates signals and workflows without raising alarms.



04

GO LIVE

Move into production in stages — by account, device or dealer.



05

EXPAND

Add accounts, sites and automation when you are ready.

NO RIP-AND-REPLACE

Supported devices stay where they are.

NO ALL-AT-ONCE MIGRATION

Accounts move into CARA in stages.

START WHERE IT MAKES SENSE

One alarm type, one site, clear success criteria.

THE NEXT STEP. ON YOUR PROCEDURE.

Turn-by-turn guidance for alarm response.

WHAT TO DO

Intrusion — site closed v11/2

Verify visual evidence

Required

Open the evidence attached to the alarm and look before answering.

Did you confirm a person?

✓ Yes

✕ No

ⓘ Not sure

Why?

I need help

1 Review the related signals

Done Ana Ruiz

**"NOT SURE" IS AN
ANSWER.**

The operator is never forced to guess.

PRODUCT SCREENS: REAL CARA CONSOLE (V3.5 BUILD), DEMONSTRATION DATA.

**YOUR PROCEDURE.
ONE STEP AT A TIME.**

SIGNALS ARE NOT INCIDENTS.

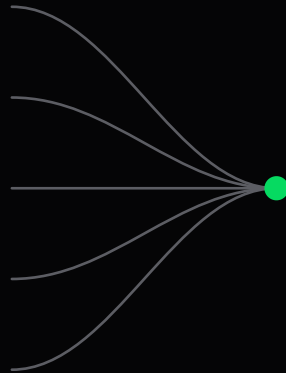
DOOR FORCED

MOTION

ACCESS DENIED

PERSON DETECTED

DOOR FORCED AGAIN



cid:131 Perimeter URGENT 3

North Warehouse #NW-1017 Zone 17 Door 17 — Rear door Partition 1

Priority 2 Priority 2 / Burglary / Received 10/6/2026, 3:12:04 AM #222

AR Ana Ruiz You are answering for this alarm

TO CLOSE 13:41

IN PROCESS 00:09

EXPIRES IN 14:50 Release

Dashboard Dispatch Video Timeline Report Site events Linked 3 Notes

MY DASHBOARD + Add panel ↻

WHAT TO DO

Intrusion — site closed v1 1/2

Verify visual evidence Required

Open the evidence attached to the alarm and look before answering.

Did you confirm a person?

✓ Yes ✕ No ⌚ Not sure Why? I need help

1 Review the related signals Done Ana Ruiz

WHAT CHANGED

SITUATION

UNKNOWN Armed state unknown panel · 100 min · old

UNKNOWN Camera unknown zone mapping · 0 min

FACT Site closed schedule · 0 min

SITE STATE

closed away no camera on this zone

Account NW-1017 - North Warehouse

Partition Warehouse

Zone Door 17 — Rear door

CALL LIST

RELATED

Five signals, one alarm — each link with its reason.

CONTEXT

Known, unknown, and where each fact came from.

RECORD

Device, rule, person: every entry says which.

ONE SITUATION.

12

YOU DECIDE HOW FAR AUTOMATION GOES.

● PERSON ● AUTOMATION

OBSERVE

SEE

ASSIST

ASK

ACT

DO

**ONE QUEUE.
ONE RULEBOOK.
ONE RECORD.**

Automation works through its own named account and role — marked as automated wherever it appears. By default it cannot close alarms. Every close passes the same quality check as a person's.

SITUATION		Perimeter
UNKNOWN	Armed state	unknown
UNKNOWN	Camera	unknown
FACT	Site	closed
SIGNAL	11	FACT 3 ACTION 2
03:13:21	ACTION	Review the related signals — done — Ana Ruiz
03:13:13	ACTION	Assigned — Ana Ruiz
03:12:52	SIGNAL	Signal cid:131 merged (Perimeter - Door 17 rear door)
03:12:40	FACT	Linked alarm #225 (cid:130 Burglary): Same account within 300s of alarm #222 (cid:131 Perimeter)
03:12:40	SIGNAL	Burglary
03:12:31	FACT	Linked alarm #224 (cid:421 Access Denied): Same account within 300s of alarm #222 (cid:131 Perimeter)
03:12:21	SIGNAL	Access Denied

PRODUCT SCREENS: REAL CARA CONSOLE (V3.5 BUILD), DEMONSTRATION DATA.

ONE OPERATION. DIFFERENT VIEWS.

OPERATOR

KNOWS WHAT TO DO NEXT.

Prioritised queue with context
The next step of the procedure
Call, message, dispatch

WHAT TO DO

Intrusion — site closed v11/2

Verify visual evidence

Required

Open the evidence attached to the alarm and look before answering.

Did you confirm a person?

☒ Yes

☐ No

☐ Not sure

Why?

I need help

1 Review the related signalsDoneAna Ruiz

GUIDED RESPONSE

SUPERVISOR

SEES HOW THE SHIFT IS GOING.

SLA timers and breaches
Alarms by operator
Quality check, hand-over

FROM

2026-09-05

TO

2026-10-05

☐

Include exempt alarms

OPERATOR	CLOSED	AVG TIME TO TAKE
Sofía Lima	14	18s
Diego Torres	11	16s
Ana Ruiz	1	1m 9s

ALARMS BY OPERATOR

MANAGEMENT

MEASURES THE OPERATION.

Volume, response, SLA compliance
False alarms by account
13 reports, CSV export

Alarms by account

Which sites generate the traffic?

Alarms by code

What kind of events are we handling?

Alarms by operator

How much did each operator close, and how fast?

Response times

How long do alarms wait before somebody takes them?

13 OPERATIONAL REPORTS

**EVERY
SECOND
SCALES.**

1 SEC

across 100,000 cases =

27.8 HOURS

Capacity you can redeploy.
Not headcount reduction.

10 sec → 278 hours

30 sec → 833 hours

**DON'T TAKE OUR ROI ESTIMATE.
MEASURE YOURS.**

PRIORITY	ALARMS	EXEMPT	MEASURED	ACK WITHIN TARGET
1	37	30	7	100%
2	128	115	13	100%
4	35	30	5	100%
9	25	25	0	0%

FROM DAY ONE CARA REPORTS VOLUME, TIME TO TAKE AND SLA COMPLIANCE.

ILLUSTRATIVE MATHEMATICS · NOT CARA PERFORMANCE · YOUR RESULTS WILL VARY

THE RETURN IS NOT ONLY FINANCIAL.



OPERATIONAL

Less manual work per case
More cases with existing capacity
More consistent SLA performance
Fewer searches and context switches



HUMAN

Less searching per decision
Less dependence on memory
Clearer procedures
More attention for judgment and exceptions



PROCESS

Standardised procedures
Every decision traceable
Quality check on every close
Less variation between shifts and operators



SERVICE

Faster access to relevant context
More consistent response
Better documented decisions
Human attention where it matters

FOR THE PEOPLE YOU PROTECT

**BETTER
CONTEXT**



**MORE CONSISTENT
DECISIONS**



**MORE FOCUSED HUMAN
ATTENTION**



**BETTER OPERATIONAL
SERVICE**

DON'T BELIEVE A GENERIC ROI CLAIM. MEASURE YOURS.

LESS SEARCHING.
FEWER MANUAL STEPS.
MORE ATTENTION FOR JUDGMENT.

ILLUSTRATIVE PROCESS SCENARIO · UNITS OF MANUAL WORK

100

TODAY

one manual process

70

SCENARIO A

30% less manual work

50

SCENARIO B

50% less manual work

ONE SPECIFIC MANUAL STEP → AUTOMATED → 0 MANUAL TOUCHES ON THAT STEP

100% applies only to that step — not to the whole operation. Where authorised automation applies.

ILLUSTRATIVE PROCESS SCENARIOS · NOT CARA PERFORMANCE DATA · ACTUAL RESULTS DEPEND ON PROCESS AND CONFIGURATION

FROM THE FIRST PRODUCTION DAY YOU CAN MEASURE

TIME TO TAKE

Average, p50 / p90

Also: alarm volume · SLA breaches · false-alarm rate · notification delivery

HANDLING TIME

Per operator

SLA COMPLIANCE

Take · first contact · close

OPERATOR ACTIONS

By operator and action type

BASELINE → **PRODUCTION** → **COMPARE** → **IMPROVE** With SLA targets configured during onboarding.

BUILT ON NETSOCS. CARA IS THE DECISION LAYER.

SECURITY + IOT + OPERATIONAL SYSTEMS



INTRUSION



ACCESS



CAMERA EVENTS



IOT



PANIC & SECURITY



NETSOCS SYNERGY

CONNECTS THE INTEGRATIONS SUPPORTED BY NETSOCS

CORE PLATFORM · REQUIRED FOUNDATION

CARA

DECISION + RESPONSE

Context · Decision · Action · Evidence



A.T.O.X.

AUTOMATE

Governed automation, where applicable



PEOPLE + SYSTEMS

 OPERATOR

 SUPERVISOR

 API

 FIELD

529 EVENT CODES

VERSIONED SLA

AES-256-GCM

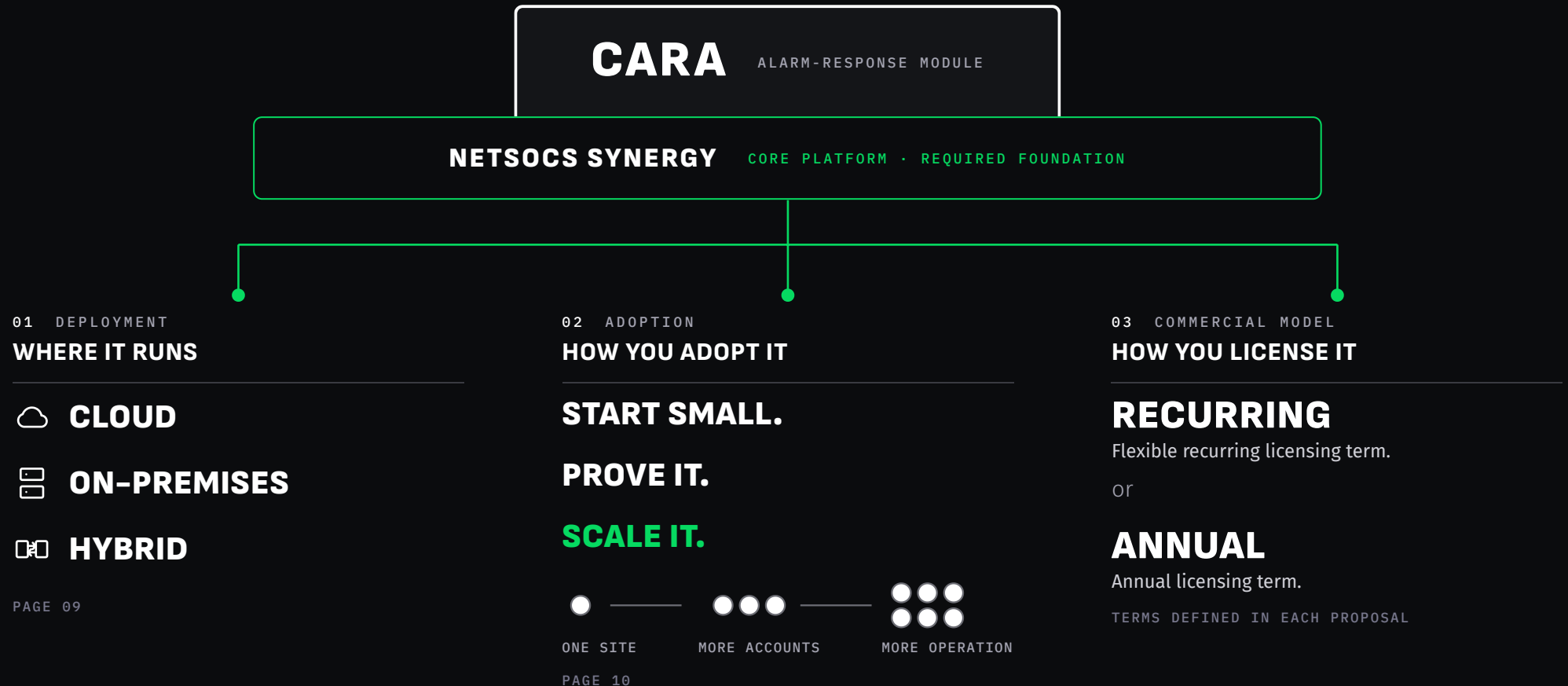
ROLE-BASED ACCESS

SIGNED EVENTS

REST API

BUILT AROUND YOUR OPERATION.

ONE PRODUCT.
FLEXIBLE DEPLOYMENT, ADOPTION AND COMMERCIAL TERMS.



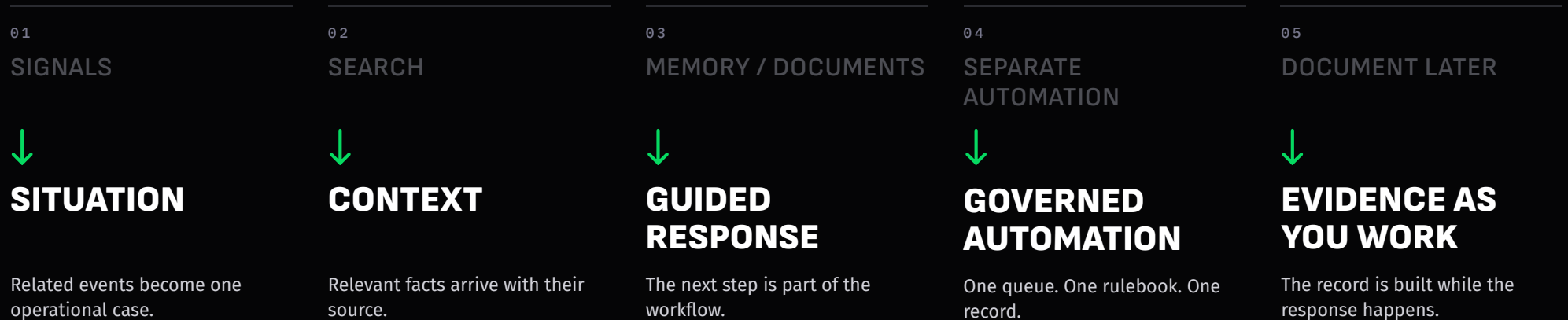
THE SAME CARA.

Fitted to how your operation runs, deploys and buys.

CARA is licensed as a module of the Netsocs platform. Netsocs Synergy, the core platform, is required.

WHY CARA IS DIFFERENT.

TRADITIONAL OPERATING MODEL
CARA OPERATING MODEL



**CARA DOESN'T ADD
ANOTHER SCREEN.
IT CHANGES THE WORK
AROUND THE DECISION.**

WE COMPARE OPERATING MODELS.
NOT VENDORS.

03:12

THE SIGNALS WON'T STOP.
THE SEARCHING CAN.

alarms in the retained history

WHEN	PRIORITY	EVENT	ZONE	STATE	OPERATOR
10/6/2026, 3:12:04 AM	▲▲ P2	Perimeter 03:12:04	Door 17 — Rear door	closed	Ana Ruiz
▲▲ P2 cid:132 Interior Zone 4 — Aisle motion Same account within 300s of alarm #222 (cid:131 Perimeter) Automatic rule same_account_window 60s confidence 03:12:19					03:12:19 Closed Unlink
● P9 cid:421 Access Denied Door 17 — Access reader Same account within 300s of alarm #222 (cid:131 Perimeter) Automatic rule same_account_window 60s confidence 03:12:31					03:12:31 Closed Unlink
▲▲ P2 cid:130 Burglary Camera 04 — Rear corridor Same account within 300s of alarm #222 (cid:131 Perimeter) Automatic rule same_account_window 60s confidence 03:12:40					03:12:40 Closed Unlink

NORTH WAREHOUSE • DOOR 17 • SAME NIGHT — DECIDED, CLOSED, ON RECORD.

ONE REAL INCIDENT • YOUR REAL OPERATION • YOUR OWN NUMBERS

BRING US YOUR WORST NIGHT.

Give us one real incident. We will walk it through CARA with you.

OBSERVE IT. MEASURE IT. THEN DECIDE.

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CARA

From signals to decisions.

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