

“AIoT can help you be a step ahead with a smarter solution for your surveillance needs”

*CMS launched India's first AIoT-based Remote Monitoring Solution (RMS) built on cutting-edge AI and IoT platforms along with state of the art Robotic Process Automation (RPA) monitoring at our integrated command centre, shares **Manjunath Rao**, President - Managed Services, CMS Info Systems in an exclusive interaction with **Elets News Network (ENN)**.*

How do you think the technological landscape has evolved today for surveillance systems?

E-surveillance, till a few years back, required eyeball monitoring which meant that there was a need to keep an eye on the camera feed continuously and identify any anomalies. This required much effort and was yet prone to human errors, omissions and camera failures. Today, technology has changed security and surveillance systems with artificial intelligence (AI), computer vision and digital image processing. The integration of Internet of Things (IoT) and deep learning algorithms to record real-time video provides AI-based video analytics that increases productivity and non-security related data and insights. Collectively, these insights can increase a company's bottom line by improving safety, productivity, the cost-effectiveness of sites, identification of defective equipment and much more.

How are you utilising cutting-edge AI and IoT-based solutions to provide future-ready remote monitoring?

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Our integrated IoT panel on-site manages



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25+ devices including camera, SIM Cards, smart plugs for energy and ambience management and electronic sensors gathering threats and activity. Our AI platform gathers these data points and detects anomalies and with the help of 40+ a la carte AI modules. It offers insights on footfall statistics, demographic analytics, queue management, object/person missing alert, etc. At our integrated command centre, our RPA monitors all incoming alerts and triggers an alert

such as local hooter or voice messages to deter any threat and handles all alerts with a 100 per cent prevention success rate.

How are you helping businesses eliminate risks and unlock business insights through remote monitoring?

Our remote monitoring solution strengthens the security by monitoring video feeds 24/7 on real-time and detects threats. The footage thus stored provides intelligent insights through defined AI modules enabled to assist in anticipating demand through predictive analysis, boost conversion by assessing business performance and drive efficiency by automating energy consumption patterns at the premise. Our future-ready end-to-end remote monitoring solution offers low-cost e-surveillance at scale, protects people and assets with privacy and delivers business intelligence insights.

Which industries does the RMS solution cater to today and how do you think NBFCs can benefit from it?

As of today, we cater to Banks, NBFCs, Healthcare and Manufacturing sector clients with more than 500,000 connected devices across all live sites and manage 60,00 alerts every day. As stringent compliance norms and the need to drive productivity increases, we aim to provide smarter surveillance solutions. NBFCs can look at this solution along with their existing infrastructure where our platform can manage their estate through intelligent remote monitoring. This would help them with the next version of cost-effective and advanced tech solution delivering critical insights such as branch open/close statistics, footfall analytics, personnel missing alert, power usage data with automation, hygiene audits and much more. We today proudly cater to a leading gold loan provider and the largest insurance company along with our other key clients.

How are you ensuring global security standard for your RMS solution?

Our RMS solution is certified to global security standards such as ISO 27001. The landscape is CERT-IN certified and goes through periodic re-certifications. Backend systems are covered by PCI DSS standards wherever applicable. These certifications, demonstrate compliance with global best practices regarding information security and data security practices. Additionally, it provides cyber security protection, consistent results and delivers customer satisfaction following ISO 9001 standards. •