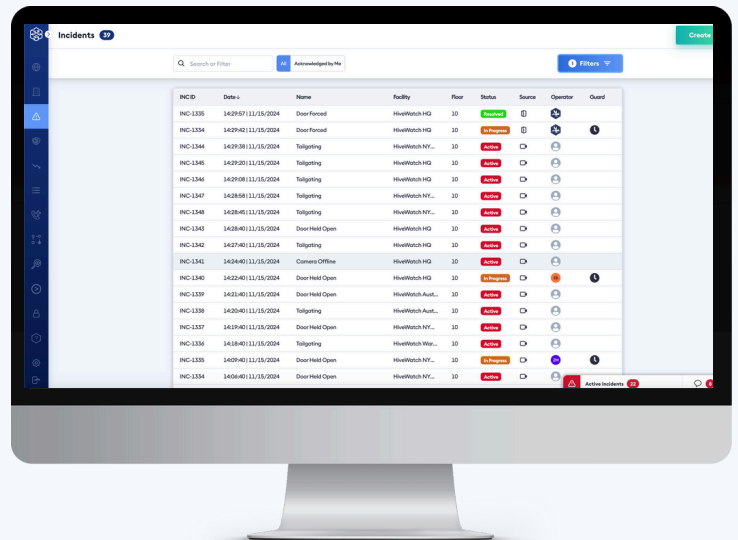# HiveWatch AI Operator

Supercharge your security team with the power of AI
Intelligently detect and respond to security incidents with the HiveWatch® AI Operator

The **HiveWatch® AI Operator** works within the HiveWatch® GSOC Operating System (OS) to intelligently detect and respond to security incidents in accordance with established security protocols, delivering a new level of vigilance and productivity the physical security industry has never seen. The AI Operator serves as a force multiplier that reduces operator turnover, missed incidents, and cost, ultimately allowing the team to focus on more impactful and preventative initiatives to keep assets and people safe.

Following individually configured SOPs, the HiveWatch AI Operator is able to:

- Verify alarms
- Review camera footage
- Add notes to incidents
- Dispatch guards
- Resolve incidents
- Escalate high-priority events to its human supervisors

The HiveWatch AI Operator helps organizations:

- Reduce missed incidents
- Perform monotonous and laborious tasks
- Free up security personnel to do more impactful, meaningful, and proactive work
- Reduce operator turnover
- Reduce costs

More about HiveWatch

HiveWatch

FREQUENTLY ASKED QUESTIONS

Why AI?

As physical security grows and transforms in the new age of rapidly advancing AI and technology, it's imperative the industry embraces this new era to improve the important work the people in physical security are doing. By removing monotonous and laborious tasks, personnel can be upskilled and enabled to do more impactful, meaningful, and proactive work.

Is this taking the job of security operators?

The HiveWatch AI Operator is not a replacement for a sophisticated operator, but should be thought of as an assistant or helper (that never sleeps or takes a coffee break). By handling routine surveillance and dispatch, the AI Operator frees human security professionals to focus on strategic, critical, or complex initiatives and scenarios that require human insight and decision-making capabilities. With less arduous tasks taking up valuable time and flooding systems, operators are able to up-level their positions, becoming true analysts who can focus on top priority incidents, or even proactively stop threats before they happen.

How was the AI Operator created?

HiveWatch's business model focuses on working with best-in-class technologies to complement our software and ensure we're always offering a top-tier product to our customers. When searching for a complimentary AI company to build our product, we wanted something that could run at the same speed as HiveWatch and that would continually be setting the pace for AI, and this is why we selected Anthropic.

We have a very unique security program, how will this fit within our unique threat landscape?

We are building our product to allow easy fine tuning of Claude for every customer's particular security needs. Every company is different with different vulnerabilities, sensitivities, and threat actions. HiveWatch is building the tools to make it easy for Security Managers to develop an AI Operator unique to their threat landscape.

How safe is this AI?

We worked with Anthropic to build this feature because the company puts safety at the forefront of its products. A key goal of theirs is to "differentially accelerate safety work, and to develop a profile of safety research that attempts to cover a wide range of scenarios, from those in which safety challenges turn out to be easy to address to those in which creating safe systems is extremely difficult." Also notable, HiveWatch's model is hosted within the customer's environment, and the data is never shared back to Anthropic, ensuring our customer's data stays secure within our SOC2-compliant system.

Is this standard with the HiveWatch® GSOC Operating System?

The AI Operator is an added feature to the GSOC OS for companies that see the value in maximizing current resourcing investments.

More about HiveWatch