

Disclaimer

Legal disclaimer

This guide and its contents (the "Guide") are provided by NXGEN. All rights to the Guide and to the intellectual property embodied in it — including, without limitation, trademarks, trade names, logos and similar marks appearing in or on it — are protected by law. All right, title and interest in the Guide and in any related intellectual property rights belong to and remain with NXGEN and its licensors.

The Guide is provided free of charge, "as is" and for informational purposes only, without warranty of any kind. It is neither intended nor suitable to establish any legal relationship between the reader and NXGEN or its affiliates, including, without limitation, any obligation of NXGEN or its affiliates toward the reader.

The obligations of NXGEN and its affiliates in respect of NXGEN products or services purchased by a customer are governed exclusively by the terms of the agreement under which those products or services were purchased.

For clarification

The reader bears the entire risk as to the use, results and performance of the Guide. To the fullest extent permitted by applicable law, NXGEN disclaims and excludes all warranties, whether statutory, express or implied — including, without limitation, implied warranties of merchantability, fitness for a particular purpose, title and non-infringement of third-party rights — as well as any liability or warranty arising from suggestions, specifications or samples related to the Guide.

What is GC Surge

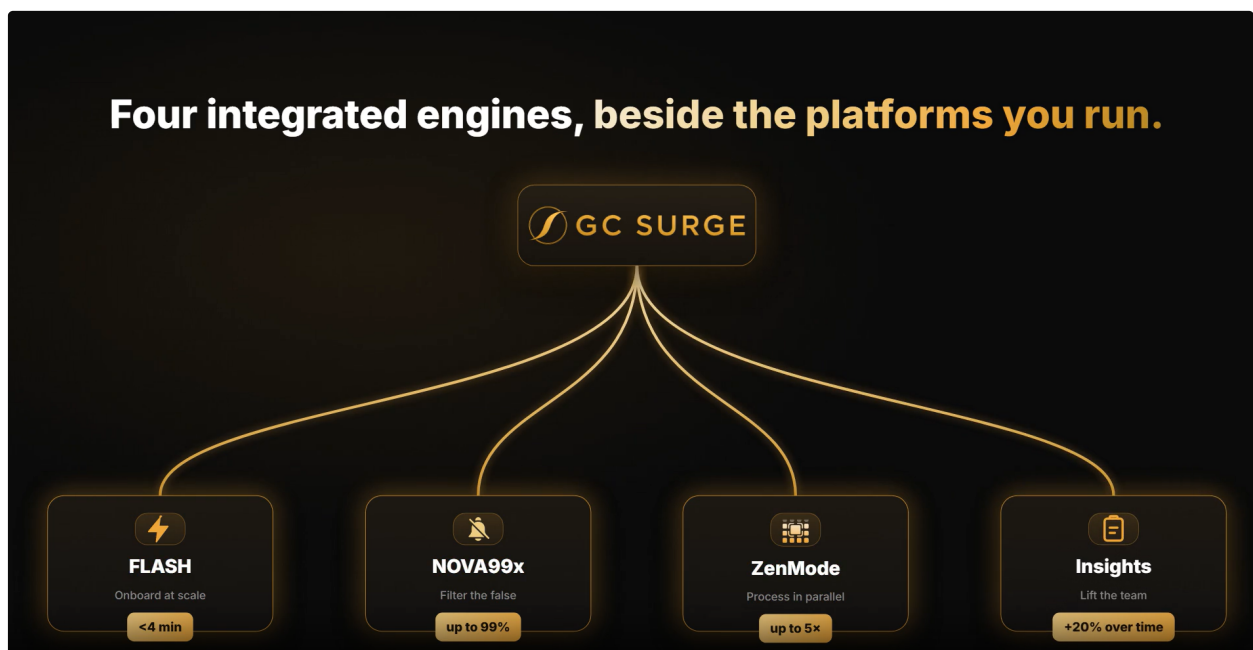
Updated 23 September 2026

Summary

GC Surge is a cloud-based platform built for security monitoring stations. It connects to your existing camera setup and VMS — no replacement, no new hardware, no retraining needed. Covers: Overview, Why It Matters, How It Works, Key Capabilities.

Overview

The platform combines three things: NOVA99x, which filters up to 99% of false alarms before they reach your team; ZenMode, a purpose-built interface where operators handle live alarms in real time; and a performance analytics layer that shows operators and Super Admins exactly where they stand — from shift-level summaries to platform-wide trend data. The result is simple: your team handles more cameras without adding headcount.



Screenshot 2026-06-22 085405.png

Why It Matters

Across independent industry studies, 94 to 99% of alarm activations are false. Operators spend up to 70% of their shift on alarm processing — reviewing, deciding, closing. Nonstop. There is no room left to scale without adding headcount.

GC Surge removes that burden. The result: 40% more cameras per operator — with no new hires. APT reduced by 85% to 97%, and over 45 minutes come back to every operator's shift. Measured live across 29,672 cameras in 5 monitoring centers — not a pilot, not a lab.

Even at sites already running the market's leading alarm filter, GC Surge cut alarm processing time by a further 83%. You do not need to replace what you have. GC Surge works on top of it.

How It Works

When a camera triggers an alarm, it is forwarded to GC Surge. NOVA99x analyzes it instantly and filters out false triggers before any operator sees them. What passes through lands directly in ZenMode — the operator's live monitoring screen — where it can be reviewed and closed in seconds.

Every action during a shift is recorded. When the shift ends, the operator gets a full performance summary. Super Admins see the same data across all operators, live, from a central dashboard.

GC Surge connects directly to cameras and NVRs using standard alarm forwarding protocols — SMTP, FTP, and webhooks — compatible with devices from 23+ vendors. Your existing VMS stays in place and does not need to be replaced or modified. FLASH, GC Surge's onboarding engine, can connect up to 2,000 devices in under 4 minutes when devices are reachable — fully remote, no on-site engineer required.

Key Capabilities

- NOVA99x Filtering: filters up to 99% of false alarms before they reach an operator.

- ZenMode : a real-time alarm processing screen that is up to 5x faster overall — correlated alarms are combined into a single closeable event.
- FLASH Onboarding : connects and onboards up to 2,000 devices in under 4 minutes, fully remote.
- Analytics Dashboard: tracks 8 KPIs live — across every operator and every shift — so the team improves continuously.
- Alarm Center — Admin View: live Top Performers table, who is online, and full team performance data in one screen.
- Alarm Center — Operator View: personal shift KPIs and performance summary — each operator's own metrics, updated live during the shift.
- Configuration: site and device management hub with three connection methods — Public, Private/VPN, and Edge.