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Frequently Asked Questions

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Summary

Answers to the most common questions about GC Surge — before signing up, during the trial, and before subscribing. Covers: Fit & Compatibility, Results & Expectations, Can I estimate the impact before signing up, Pricing & Trial, Platform & Setup.

Fit & Compatibility

We already have an alarm filter. Do we still need GC Surge?

Yes. GC Surge does two things a standalone filter cannot. First, it filters false alarms as well as the best filters available. Second, it processes the alarms that remain up to 5x faster through ZenMode — including the real alarms a filter can never remove. In live deployments at operations already running a leading alarm filter, NOVA99x reduced alarm processing time by an additional 83%. The filter removes noise. GC Surge also speeds up everything left behind.

Does GC Surge replace our VMS (Milestone, Genetec, Avigilon, etc.)?

No. GC Surge connects to your existing VMS and works alongside it. Your VMS keeps managing cameras, recording, and viewing. GC Surge acts on the alarms your VMS or cameras generate — filtering, processing, and closing them faster. Nothing in your current setup needs to be replaced.

Does GC Surge replace our workflow platform (such as Immix or similar)?

No. GC Surge integrates with workflow platforms through FLASH or GC Edge. Your workflow platform continues routing alarm signals. GC Surge layers on top to process and close those alarms faster. Both run together — one routes, the other processes.

We use video verification only — operators open streams to confirm panel alarms. Is GC Surge a fit?

No. GC Surge is built for operations where cameras or the monitoring platform generate the video alarm directly — not for video-verification-only workflows where operators open a stream in response to a panel alarm. If your operation is video-verification-only, GCXONE is the more appropriate product. If you are unsure which applies to you, see [Prerequisites & Customer Categories](#).

What camera brands are supported?

Four brands support automatic alarm forwarding configuration during onboarding: Hikvision, Dahua, AXIS, and NX Witness . Hanwha and SpykeBox cameras run on the NX Witness platform — select NX Witness as the brand for them. For all other cameras, SMTP or FTP alarm forwarding can be configured manually, or GC Edge can be used for cameras that only stream video. See [Prerequisites & Customer Categories](#) for onboarding details.

Results & Expectations

How much improvement should we expect?

Across live deployments, GC Surge reduces alarm processing time by 85% to 97% and increases the number of cameras each operator can monitor by 40% or more on the same team. Results depend on your alarm volume, false alarm rate, and how consistently operators use ZenMode. For a guide on measuring your own results, see [Is GC Surge Working? — How to Measure Your Results](#).

How quickly will we see results?

ZenMode is active from your first shift — you will see a lower APT immediately compared to processing alarms without the parallel processing screen. The full reduction (85% to 97%) builds as NOVA99x continues filtering and your team runs more shifts. NOVA99x is always active from day one — no setup required. Most operations see clear results within the 7-day trial period.

Our alarm volume is below 5,000 per day. Will GC Surge still work?

GC Surge works at any alarm volume, but the performance gains — up to 97% APT reduction, +40%

cameras per operator — are reliably and consistently measured at 5,000 or more total daily alarms across the centre. Below this threshold the platform functions, but results are less predictable. The trial lets you test with your actual numbers before committing.

We have fewer than 250 cameras per operator. Should we sign up?

The 250 cameras per operator threshold (or 63+ equivalent towers per operator) is where the platform reliably delivers its measured gains. Below this, GC Surge works but the operational benefit is smaller. If you are growing toward that threshold, the trial is a low-risk way to see where you stand today. The platform will show you an advisory at signup if your numbers are below the threshold.

Does the team need retraining?

No. GC Surge connects to your existing setup and operators use the ZenMode screen alongside what they already run. There is no system replacement, no new hardware, and no retraining required. Most operators are handling live alarms in ZenMode within minutes of first use.

Can I estimate the impact before signing up?

Yes. The [Impact Calculator](#) gives a quick estimate based on your own numbers — alarms per day, false alarm rate, operators, and camera count. It shows live how much alarm processing time GC Surge would remove and how many more cameras each operator could cover. Nothing is stored; the calculation runs in your browser. A seven-day trial then shows the same figures on your real data.

Pricing & Trial

What does GC Surge cost?

€3 per camera, per month. Flat. No tiers, no volume discounts, no setup fees, no contracts, no commitments. This applies from 0 to under 2,000 cameras. Each camera includes 3,000 alarms per month; alarms above that are charged at €0.03 each. Above 2,000 cameras the engagement becomes an enterprise operations partnership with dedicated support and custom terms. See [Plans & Pricing](#) for full details.

Is there a free trial?

Yes. Every new account starts with a 7-day free trial. No credit card is required to begin — payment details must be on file before the trial expires to continue into paid service. Trial limits: up to 10 devices. There is no alarm limit during the trial. See [Subscription Lifecycle — Trial to Paid](#) for full trial terms.

What happens at the end of the trial?

At Day 7, GC Surge reads your actual results — your APT reduction, Cameras per Operator gain, and alarm volume — and shows them on the dashboard alongside a subscription prompt. If your results are above the performance threshold, you continue at €3 per device per month. If results are not yet at the expected level, the platform shows you why and gives you the option to subscribe anyway or to be notified when your operation grows into the threshold.

Can we cancel at any time?

Yes. There are no contracts and no minimum commitment period. You can cancel directly from your subscription settings at any time.

Platform & Setup

How long does camera onboarding take?

For publicly reachable cameras, FLASH connects cameras automatically — up to 2,000 cameras in under 4 minutes when cameras are directly reachable. For cameras on a private network, the platform provides guided steps for the relevant connection method. See [Setting Up Sites](#) for onboarding by camera type.

What is NOVA99x?

NOVA99x is the false alarm filtering engine. It removes up to 99% of false alarms before they reach your operators. NOVA99x is always active — it runs automatically from the moment cameras are connected and does not require enabling or configuration. It is included in the subscription at no extra charge. See [NOVA99x AI Filtering](#) for how the engine works.

What is ZenMode?

ZenMode is the alarm processing screen where operators handle live alarms. It combines correlated alarms from the same site into a single closeable event and displays them in parallel rather than one at a time — making alarm processing up to 5x faster overall. Every operator uses ZenMode as their main working screen during a shift. See [ZenMode — Operator Monitoring](#) for a full guide.

Does GC Surge work without an internet connection?

GC Surge is a cloud platform and requires an internet connection for operators to access the dashboard and handle alarms. For Edge deployments, GC Edge software runs on a Windows PC at the site, connects to the camera's RTSP stream, and triggers alarms directly from the stream — the Local Agent mobile app is not involved. See [Local Agent — Field Activation](#) for Private/VPN field activation details.