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Scaling Your Operation on GC Surge

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experience — not included in the PDF

Summary

This guide is for Super Admins growing an existing GC Surge operation — adding new sites, expanding the team, or managing multiple shifts at scale. Covers: Adding New Sites, Growing Your Team, Managing Multiple Shifts, Scaling NOVA99x Across a Larger Fleet, Using Insights to Manage at Scale, When to Move to Enterprise.

Adding New Sites

Adding a site after your initial setup follows the same process as your first deployment. Each new site is independent — it does not affect existing sites, operators, or alarm routing.

1. Go to **Configuration** in the left sidebar, click **Add sites & devices** (top right), and select **Guided setup**.
2. In **Guided setup**: choose what you want to add (new site, device to existing site, or bulk import), select your device type (a brand from the list, alarm-capable, GC Edge, or not sure), choose the connection mode (Public access or Private network), fill in the device details, and click **Add Site**.
3. For publicly reachable cameras, FLASH onboards cameras automatically — up to 2,000 devices in under 4 minutes when devices are reachable. For private-network devices or Edge, follow the additional steps in **Guided setup**.
4. Once active, the site appears in the **Unassigned Sites** table in **Alarm Center** and alarms begin flowing immediately.

After adding a site: Review the Alarm Center Admin View after the first shift to confirm alarms are flowing and the new site is not overloading any single operator. See [Setting Up Sites](#) for full onboarding steps.

Growing Your Team

Add operators as alarm volume grows or as you onboard new sites. The right time to add an operator is when existing operators consistently show high SLA breach rates or low Activity Rate during peak windows — not when CPO drops, which can mean volume increased, not that the team is overwhelmed.

1. Go to **Users** and click **Invite New User** .
2. Select the **Operator** role for alarm-handling staff.
3. The invitation link is valid for 72 hours. New operators can activate their account and be processing alarms in under 10 minutes. Share [New Operator Quick Start](#) with each new team member so they are ready for their first shift.

After adding operators: Monitor the Operator Benchmarking KPI in Analytics for the first two weeks. New operators typically have higher APT initially — this normalises as they become familiar with ZenMode.

Managing Multiple Shifts

As your operation grows to cover more hours, configure shifts so performance metrics are measured against the correct reference window for each part of the day.

1. In **User Management** , click the **Configure shifts** button in the top-right.
2. Define each shift by its start and end time. Operators are automatically assigned to the shift that matches their active hours.
3. In the Alarm Center Admin View, use the **Focus Area** filter to isolate KPI data for a specific shift window without switching views.

See [Alarm Center — Admin View](#) for shift management and Focus Area details.

Scaling NOVA99x Across a Larger Fleet

As you add cameras, NOVA99x learns each new environment over the first few days. Expect a temporarily lower filter rate on new sites immediately after onboarding — this normalises within 3–5 days as the model adapts.

- Monitor filter rate per site in the Analytics dashboard after adding a large batch of cameras. Sites with filter rates below 70% after the first week may need camera sensitivity adjustments.
- NOVA99x runs automatically across your entire fleet. It is always active and requires no configuration. If a site has a consistently low filter rate after the adaptation period, check the device sensitivity settings at that location rather than NOVA99x settings.

Using Insights to Manage at Scale

As the team grows, the Insights data in Analytics becomes the primary tool for keeping performance consistent across operators and shifts.

- Operator Benchmarking — compare APT, CPO, and Responsive Rate across all operators each week. Consistent outliers (high or low) need individual review, not team-wide changes.
- Alarm Density by Hour — as you add sites, recheck this chart monthly. New sites shift the peak windows. Match shift coverage to the updated curve.
- Cost Saved and Potential Capacity — use these to build the case for additional site contracts. The platform calculates how many more cameras the current team could handle at today's load.

For a full guide on acting on specific data patterns, see [Acting on Your Insights — Manager Decision Guide](#).

When to Move to Enterprise

The standard subscription covers 0 to under 2,000 devices at €3 per device per month. When your operation approaches 2,000 devices, the engagement model changes from a self-service subscription to an operations partnership:

- Dedicated Customer Success contact for your account.
- Branded or co-branded portal for your operators.
- Priority FLASH onboarding with engineer assistance.
- Custom SLA on uptime and response.
- API access for integrating GC Surge data into your own dashboards.
- Quarterly business review with the NXGEN team.
- Early access to new platform engines as they ship.

To start the enterprise conversation, use the [Contact Support](#) page or reach out to your account contact directly. See [Plans & Pricing](#) for full pricing details.