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What is Evalink Talos?

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What Evalink Talos Does

Evalink Talos is a sophisticated, fully cloud-hosted alarm management platform designed specifically for monitoring stations and enterprise security teams.

GCXONE integrates with Evalink Talos through a strategic partnership between NXGEN Technology AG and Evalink, providing operators with direct access to alarm management workflows from within the GCXONE platform.

In the NXGEN ecosystem, Talos serves as the Alarm Verification and Dispatch Engine. While GCXONE handles video analytics, device management, and AI processing, Talos provides the workflows operators use to process alarms, contact customers, and document incidents.

Together, GCXONE and Talos form a complete security solution — GCXONE detects and filters events using AI, and Talos ensures the right operator takes the right action at the right time.

Why It Matters

Without Talos, verified alarms have no structured dispatch layer — no operator queuing, no escalation workflows, and no documented outcome. Talos is what turns a filtered alarm into a resolved, auditable incident.

How It Works

Talos operates as the central dispatch layer within the NXGEN ecosystem. When a security event is detected by GCXONE, it is forwarded to Talos where it is prioritized, assigned to an operator, and processed through a pre-configured workflow. The operator then takes the appropriate action — whether

that is verifying the threat via live video, contacting the customer, or escalating to emergency services — and closes the alarm with a documented outcome.

Key Capabilities

Intelligent Alarm Processing Talos handles real-time alarm reception and prioritizes alarms based on custom business logic. This ensures that a Panic Button alert always reaches an operator before a Loitering alert.

Intuitive Operator Interface The Talos dashboard is optimized for high-stress environments. Operators get one-click actions for rapid incident closure, embedded GCXONE video streams directly inside the alarm card, and mobile access for managers to review site status and history from any iOS or Android device.

The embedded GCXONE video view inside the Talos alarm card loads automatically for operators who are already signed in. If no active session is found, a preview is shown instead until the operator logs in.

Reporting & Compliance Every action taken by an operator — from opening an alarm to calling a technician — is logged in an immutable audit trail, ensuring full compliance with industry standards.

Architecture & Reliability Talos is built on a cloud-native microservices architecture. Every feature — from alarm processing to site management — runs as an independent service on Amazon Web Services (AWS).

- Global Redundancy — Servers are distributed across America, Europe, and Asia.
- Fail-Safe Processing — If a specific microservice encounters an issue, the rest of the platform continues to operate without interruption.
- Silent Updates — Security patches and feature releases are deployed remotely. When a major change occurs, you will see a prompt to reload the page to apply the update immediately.

Real-World Use Cases

- A Panic Button alarm is triggered — Talos prioritizes it above all Loitering alerts and routes it to the first available operator immediately.
- An operator verifies a burglary via the embedded GCXONE video stream inside the Talos alarm card, contacts the customer, and escalates to emergency services — all without leaving the platform.
- An Admin reviews site status and alarm history from their mobile device while off-site.

Best Practices

1. Significant False Alarm Reduction — Integrated AI filters environmental noise before alarms reach operators.
2. Site Auto-Sync — Sites created in GCXONE appear in Talos automatically.
3. Centralized Admin — Manage users and permissions across both platforms from one place.
4. Fully Cloud-Hosted — No on-premise servers or maintenance required.
5. Scalable Pricing — Pay only for sites that are actively being monitored.
6. Faster Operator Onboarding — The intuitive UI reduces training time for new operators.

Additional Details

- For detailed information on Evalink Talos features and configuration, refer to the official Evalink Talos documentation