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Genetec™

Realizing the future of safer cities

with real-time security operations
centers powered by Genetec + Intel



“ We strive to provide cities and public safety agencies with powerful solutions that enable faster, more informed responses while maintaining data integrity and security. Through our partnership with Intel, we are accelerating the deployment of cutting-edge technologies that deliver real-time insights, making cities safer and more resilient in the face of ever-evolving challenges.

Rick Taylor

NATIONAL DIRECTOR FOR PUBLIC SECTOR
GENETEC

Public safety is at a pivotal moment where technology can truly elevate the effectiveness of cities and agencies. Intel is excited to partner with Genetec to provide innovative solutions that leverage real-time data and advanced computing, helping cities protect their citizens and foster more connected, secure communities.

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Fulfilling the needs of thriving cities and citizens

Urbanization is rapidly increasing. Today, more than half of the world's population lives in cities¹, compared to just 30 percent in 1950². By 2050, nearly 70% of the population will call cities home.¹ This unprecedented growth brings not only more residents but also higher expectations. In developed countries, interactions with private businesses have set new benchmarks for how citizens expect to engage with their governments. Modern cities are now tasked with meeting these rising expectations—enhancing quality of life, efficiently managing daily operations, and ensuring public safety. Whether living in the heart of downtown, commuting in for a day at school or work, or visiting for a big-ticket event, people want to feel safe and supported. They want to enjoy life without worry.

People want to live, work, and visit cities without fear. As urban centers grow denser, public safety agencies must adapt, scaling their operations to match the evolving needs of their communities. Citizens expect safety measures that go beyond reactive responses to emergencies—they want proactive solutions that foster safe, welcoming environments. Meeting these



How urban public safety is handled in the 21st century will determine citizens' perceptions of the accountability and effectiveness of the state in upholding the social contract with its citizens.

Brookings; Safe in the City: [Urban spaces are the new frontier for international security](#)

expectations is critical, as public perceptions of law enforcement and city leadership play a significant role in building trust and confidence.

Beyond the challenges of tightening budgets, driving public safety transformation comes with significant complexity. According to McKinsey, "never before have governments and their workforces been asked to do so much, so fast. As a result, public-sector leaders are seeking transformational improvement in citizen services, policy outcomes, and regulation." Large-scale digital transformation projects, especially in public safety, require considerable infrastructure investments, such as new servers, camera networks, and data analytics platforms. These deployments often involve multiple departments and cross-agency collaboration, each with its own regulatory and operational challenges. Navigating these complexities is no small feat, particularly as agencies juggle legacy systems and procurement hurdles while striving to modernize. Perhaps it's no surprise that McKinsey's recent survey of public-sector leaders found that nearly 80 percent of major change efforts fall short of meeting their objectives.³

However, there was one key factor to differentiate successful transformations from unsuccessful ones: real-time data. **McKinsey found successful transformation initiatives use real-time data 1.5x more than unsuccessful transformations.**³

Engaged public servants, armed with new and deeper insights can deliver better outcomes in this time of disruption. Real-time data, brought to life through technology, is critical to driving the transformation necessary to protect people and infrastructure, improve operational efficiency, and respond to community needs.

While cities have access to a wide variety of tools and data sources, finding meaningful insights can be a complex, time-consuming task. To efficiently and effectively meet the needs of their community, cities need to be able to quickly transform disconnected bits of raw data into actionable intelligence.

Here are five ways technology can help support your public safety goals:

1.

Create real-time insights with IoT

The Internet of Things (IoT), represents the convergence of various connected devices, like cameras and environmental sensors, with software, applications, and other technologies that connect and exchange data over the internet or other networks. Connecting information available from these devices can allow agencies to gain insights into overall operations and automate processes— all from one place. The data collected from these devices can also be used to analyze historical trends and inform future improvements, helping maximize returns on other investments within the city.

2.

Expand automation and boost efficiency with video analytics

With the breadth of data available from connected cameras, machine learning and deep learning technologies can help cities easily detect patterns and classify data. By creating greater structure around video data, video analytics makes it possible to find what you are looking for faster. Built-in search capabilities allow agencies to more effectively perform investigations and gather insights, scouring hours of data from various devices in seconds using simple search terms and filters. For example, with insights generated through a combination of automatic license plate recognition (ALPR) and forensic search technologies, public safety teams can quickly review video recordings to find specific vehicles or events by using specific descriptors and setting time parameters. Advanced video analytics capabilities can support cities in everything from managing venue occupancy to monitoring traffic to evidence collection and investigations.

3.

Strengthen privacy and cybersecurity

As threats evolve and privacy concerns rise, cities need tools that can help mitigate risk and build community safety and trust. Concern about how and why governments are using technology to gather data is at an all-time high, especially for physical security technology. Cities must ensure secure and transparent processes for collecting, managing, and sharing personal information to protect the privacy of its citizens. This heightened sensitivity to privacy also makes advanced data protection and a robust cybersecurity strategy critical. Cities need comprehensive protection and public safety and security platforms with built-in defenses such as end-to-end encryption, multi-factor authentication, and authorization to help reduce vulnerability to cyberattacks.

4.

Easily access critical information from anywhere

Breaking down siloed legacy systems is crucial for improving real-time insights across public safety operations. By implementing technology that enables seamless information sharing, cities can enhance both efficiency and cross-agency collaboration, including coordination across jurisdictions and with regional authorities. A unified communication network for emergency services, police, fire, and health departments across allows for faster, coordinated responses during crises. This integration ensures first responders have rapid access to critical information—whether via phones, tablets, or in-vehicle systems. Secure communication between officers in the field and response centers keeps teams coordinated and better prepared to ensure public safety.

Equally important is the ability to share information and insights after a threat has passed. By collecting video evidence, data from sensors, and reports from responders, cities can analyze incidents, perform investigations, and derive key learnings. This post-incident analysis helps agencies improve protocols and develop more effective safety strategies moving forward.

5.

Foster greater collaboration to solve community challenges together

A city's resilience hinges on building strong connections across its agencies, private businesses, and the community at large. By establishing public-private partnerships, improving information sharing, and encouraging regular collaboration, cities can create a more comprehensive and proactive approach to safety in schools, public transit, venues, and more. This not only addresses immediate concerns but also helps prevent issues before they escalate into safety threats.

Establishing a foundation of innovation for safer cities

By building a deeper, data-driven understanding of what is happening in a city or region, government officials can develop more effective public safety strategies and reduce operational hurdles while increasing efficiency and productivity. Emergency response can be seamlessly coordinated across city agencies, from police departments to public transit to schools and more, keeping everyone safe during public emergencies, natural disasters, civil unrest, or threats of terrorism. Governments can make the most of limited budgets, utilizing insights to confidently focus resources where they can provide the greatest benefit.

To foster these networks of collaboration, cities need to have the right frameworks and technologies in place. It's critical to take a considered approach to solution selection and implementation to offer the capabilities needed today and the flexibility for needs that may arise tomorrow. When all stakeholders can effectively communicate and share information, cities can unlock better quality responses and develop the strategies necessary to protect and serve all members of their community.

Delivering modernization and efficiency to make your vision of safer city a reality.

With experience gained by working with governments and cities worldwide for more than 26 years, Intel and Genetec can provide the expertise needed to help you build a safer, smarter city.

Together, we offer end-to-end solutions to help your city:

Enable real-time response helping reduce reaction time and crime itself.⁴ With leading-edge technology, Security Operations Center (SOC) operators can detect problems faster, offer virtual support for those responding to incidents in progress, and proactively monitor troubled areas.

- View the location of deployed personnel and exchange information in real time
- Identify and monitor intrusions directly on an interactive map
- Detect and respond to unusual gatherings of people throughout the city
- Intercept bad actors before a crime event occurs based on vehicle tracking
- Generate insights to allow law enforcement to respond faster

Perform more effective investigations with a central repository for collecting, managing, and storing city data—making it easier than ever to compile evidence during and after incidents—and offering public safety officials data-driven assistance in the field.

- Navigate necessary investigation processes across cities and facilities intuitively and quickly find relevant evidence
- Analyze historical data and past response to develop new standard operating procedures to prevent incidents, ensure maximum intervention impact while optimizing resources utilization
- Streamline investigations to quickly find individuals and vehicles in specific city areas using everyday language and filters for search
- Protect citizens as well as their right to privacy
- Centralize, collaborate, and secure digital evidence management

Create a unified approach to public safety enhancing city-wide collaboration.

- Allow more effective cross-departmental and area resource coordination
- Expedite threat mitigation and end-to-end incident response
- Forge partnerships with private businesses and residents to simplify evidence collection and generate insights able to enhance everything from disaster recovery to sustainability initiatives.
- Bring together multiple technologies together to enhance public safety and efficiency.

Read [Genetec's SOC ebook](#) to learn how to deploy a successful real-time response center in your city with the right planning, technology, and partnerships.

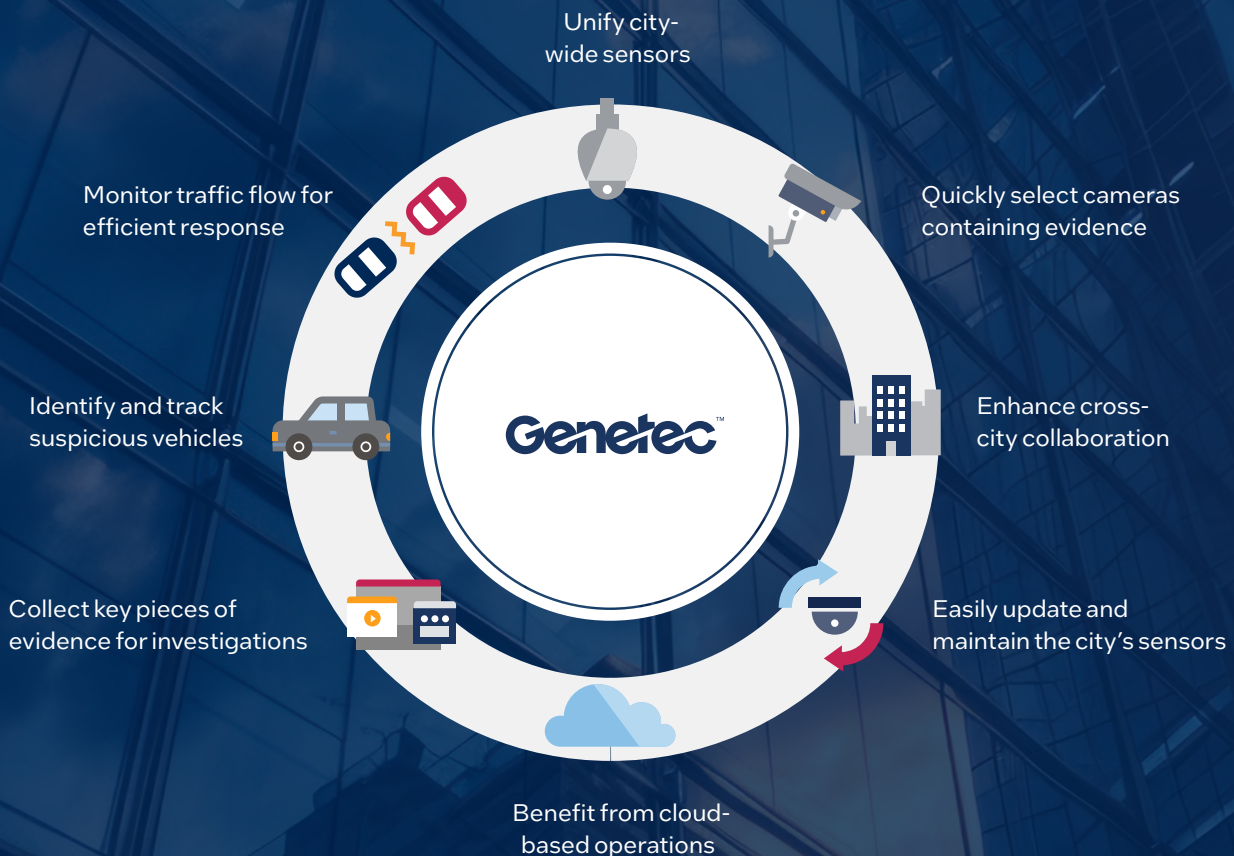




A unified platform for safer cities, offering clear, data-driven insights

Genetec's portfolio of solutions, powered by Intel technologies, can help your city unify and manage security, monitor access, track vehicles, and respond effectively—all from a single, intuitive interface. Gathering information from cameras, sensors, and other resources across your environment, the Genetec platform can help not only unifying data to improve emergency response, but also provide greater reliability, efficiency, and awareness across your city.

Learn more about the key components within Genetec's public safety portfolio, and see how these solutions can help your team.





Actionable intelligence, accelerated by Intel

Within the Genetec platform, Intel's proven solutions are accelerating AI and innovation everywhere, making it easier for cities globally to transform their public safety systems with digital solutions that are easy to manage and deploy.

The Intel Distribution of [OpenVINO™](#) toolkit helps optimize AI and deploy models with best-in-class performance on a range of Intel® processors and other hardware platforms. Intel solutions span from edge to cloud, allowing partners, like Genetec, and customers to pick the silicon that best meets the needs.

Intel has spent years helping to solve the complexities of IT and operational divides—fine-tuning and validating edge technology and software—and working with trusted partners like Genetec to bring hundreds of deployment-ready solutions to our customers.

OpenVINO™

intel
ATOM

intel
CORE

intel
XEON

Together, Intel and Genetec, apply our deep expertise and years of experience to help cities overcome any operational and technical barriers and unlock the power and real-time insights of compute from the edge to the cloud. And the innovation doesn't end there.



Secure by design

Both Intel and Genetec understand the critical importance of cybersecurity and privacy-by-design. We each prioritize integrating security principles and privacy tenants into every step of solution development and work together to help ensure your systems and data stay safe, even in the face of increasing cyberattacks.

[Product security assurance](#) practices guide the secure design, manufacture, and support of Intel products. Forbes ranked Intel #1 on its 2023 "[America's Most Cybersecure Companies](#)" list and [ABI Research scored Intel #1 in product security assurance](#) investments and maturity across the silicon industry.

With advanced cybersecurity measures rooted at the core of both Intel's and Genetec's physical security portfolios, you can focus on city safety without worrying about system vulnerabilities.



Open architectures give YOU the power to choose

Intel and Genetec have both invested heavily in building secure and collaborative environments that encourage the free exchange of ideas. The Genetec security platform was built on open architecture, allowing you to unify your core physical security products while also allowing you to add functionality or data from other products. You're free to choose from a long list of hardware and software tools that can extend your Genetec platform and still be able to see and manage everything from a single interface.

CASE STUDY:

Enhancing public safety with data-driven intelligence in Albuquerque, New Mexico

With near year-round sunshine and a bustling cultural, restaurant, and festival scene, it's no wonder more than 900,000 residents—plus another 6 million annual visitors—are making themselves at home in Albuquerque, New Mexico. As the city continues to grow at higher average rates, the Albuquerque Police Department (APD) needed a real-time response center to ensure the safety of all who live, work, and play in the area.

Commander of Albuquerque's security operations center, the Real-Time Crime Center (RTCC), Mark Torres says, "In the past, we used many different independent systems and in-house databases to access information and share it with our responding officers. It became stressful for our RTCC operators to navigate all these different systems and provide accurate information. Our officers are depending on us, so we needed a solution that would consolidate all the information we had from various systems into one platform."

Breaking down the data silos of older public safety systems, APD has consolidated information across the disparate legacy systems into one platform—powered by Genetec™ Security Center and Genetec Citigraf™—building a proactive, strategic decision support system. With unified, real-time views into emerging events, APD has been able to heighten situational awareness and empower faster, better decisions by delivering valuable data-driven intelligence to public safety teams. Everything from cameras and gunshot detection analytics to Computer-Assisted Dispatch (CAD) information and officer geographic information system (GIS) locations are combined within the Citigraf solution. That means when an incident happens, the information operators need is always at their fingertips.

"Having all our core public safety systems in one platform makes it easier for our operators to do their jobs. We have a lot more information at hand, which helps us better support our officers in the field," continued Torres.



Investing in Security Center, Citigraf, and Clearance has allowed us to spread the information wealth. Using this unified public safety platform, we've been able to maximize our RTCC resources to better assist other APD departments, metro partners, and surrounding communities. We're disseminating real-time information faster, supporting investigations, and tracking crime patterns in our city. All of this helps to enhance public safety for Albuquerque residents, businesses, and visitors.

Mark Torres

Commander of the Real Time Crime Center (RTCC)
City of Albuquerque

Intel + Genetec: Realizing the future of safer cities

Like many cities worldwide, people in Albuquerque are taking to the streets to protest and share opinions. With their Genetec solution, public safety teams can monitor these large public gatherings supported by data from cameras and other equipment, while keeping officers at a safe distance. “For safety reasons, we don’t have to have police officers where they’re not wanted,” Torres said. “We can leave our uniformed officers in an area where they’re able to quickly respond, but they don’t need to be mixed into the public gathering because we have a handle on what’s happening.”

In addition to streamlining real-time response, Genetec has helped the APD strengthen investigations, including evidence collection from the broader community, and increased information sharing using Genetec Clearance™ digital evidence management. Likewise, the Federation feature within Security Center has made collaboration with other city agencies seamless.

The RTCC has been able to bring data from the video management system (VMS) and other security sensors from the Albuquerque International Sunport airport into their Security Center platform. The RTCC is also working with other agencies, including Albuquerque Public Schools, which has over 2,000 cameras alone, to collect shared information, ultimately offering better protection for citizens and visitors across the city.

Reflecting on the impact of these changes, Tikashi McConnell, Applications Project Manager at the City of Albuquerque, explained, “[Our work with Genetec] has encouraged us to start thinking about our city-wide network more holistically, and how we can work with other entities such as Parks and Recreation or Municipal Development to consolidate all our video systems and enhance our maintenance processes.”



Five best practices while building a safer, smarter city

1.

Create a vision – Start by reaching out to like-minded leaders in your city and/or public safety agencies and identifying immediate concerns and long-term goals in creating a safer, more secure city for all. This can include law enforcement, transit agencies, public safety teams, traffic departments, IT leaders, city planners, etc. Ensure your considerations also include the opinions of citizens and businesses to better align with community priorities and get more buy-in. Consider partnering with external organizations, from local non-profits to industry-leading private companies, allowing your city to benefit from their reputation and expertise, while delivering inclusive impact within time and resource constraints.

2.

Prioritize your efforts – Identify a few key areas where technology, like intelligent automation, can support tangible improvements. Then create clear, quantifiable objectives to measure improvement for those activities. It's best to start with one or two priority use cases, focusing on areas where you can quickly establish initial wins. While massive transformations can be exciting, establishing a track record of delivering quantifiable results can build trust to pursue larger and more intensive initiatives in the future.

3.

Establish a comprehensive foundation – It's critical to take a holistic view when envisioning a solution, considering everything from connectivity and IT infrastructures to scalability and compatibility. Gather a cross-functional steering team representing expertise across government, safety agencies, IT teams, and more to ensure a richer understanding of the current-state landscape while driving effective standardization and future collaboration. Your choices when selecting a technology “backbone” can make or break progress: paving the way to new cutting-edge initiatives or creating complexity that holds your city back. A unified system can help you avoid having to start over every few years because of compatibility issues and offer the flexibility to implement the functionality you need today while maintaining the ability to expand your system and capitalize on new capabilities in the future.

4.

Proactively manage privacy and security risks –

City agencies adopt a unified approach to data protection, integrating both physical and digital security. With critical infrastructure increasingly managed through digital systems, separating these security policies can leave dangerous gaps. A cyberattack on public systems could not only expose sensitive data and cause reputational damage, but it could potentially disrupt essential services, putting citizens, public servants, and critical infrastructure at risk. By converging physical and digital security, cities can protect against these threats and ensure a more resilient public safety strategy. Trusted experts can help optimize data protection with privacy-by-design solutions, providing better control over how data is collected, used, and shared. This not only strengthens security but also upholds public trust by safeguarding citizen data.

5.

Foster a culture of collaboration and continuous improvement –

Information sharing is a key tenet to building a proactive (rather than reactive) approach to public safety. When you're able to easily and securely share data with city officials, law enforcement, and department managers, your city can gain deeper insights into operations and better identify opportunities to serve your community better together. Your city can take collaborative efforts even further by fostering connections with private businesses— like retailers, event venues and hospitals— as well as other public institutions—including like schools and transit systems— to work collectively to gain new insights and foster greater safety. The full potential of digital initiatives is only achieved with ongoing learnings, maintenance, and fine tuning, and, especially in public service, maintaining accountability is key. Frequently your initiatives and their impact— considering the process, challenges, public response, etc.—and solicit feedback from both city employees and citizens to gathering learnings for future use.



Genetec + Intel: Your partners for a safer future

As you work to modernize public safety and boost operational efficiency in your city, partnering with experienced industry leaders like Genetec and Intel can make all the difference. With decades of successful system deployments, Genetec and Intel bring deep expertise in integrated solutions, data-driven insights, and future-proof security technologies. Our shared focus on intelligent automation, AI innovation, and end-to-end security ensures that your city is equipped to handle the challenges of today—and tomorrow.

Genetec's dedicated team of experts can help guide you through every phase of your transformation journey, from planning and implementation to training and

continuous optimization, right-sizing solutions to your needs. Combined with Intel's cutting-edge technology, Genetec's deep understanding of the operational challenges cities face allows us to deliver scalable, long-term solutions tailored to your requirements.

By working with trusted leaders like Genetec and Intel, you'll not only implement the right solutions for your city today, but also build a strong and agile foundation for future success. Together, we can help you unlock greater value for your city, agencies, and the public—creating a safer, smarter, and more resilient city for years to come.

Visit [genetec.com/publicsafety](https://www.genetec.com/publicsafety) to learn more and connect with an expert.

Endnotes:

1. World Bank, [Urban Development Overview](#)
2. United Nations, [World Urbanization Prospects The 2018 Revision](#)
3. McKinsey, [Transforming government in a new era](#)
4. RAND, [Real-Time Crime Centers in Chicago](#), 2019

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