

The Webeye Hierarchy Explained

The Webeye platform has been designed for companies and businesses of all sizes, from large multi-nationals right down to local security installers. Different businesses have different organisational requirements and Webeye caters for all.

A local installer covering a county or a council with a central control room may not necessarily want or need to organise their sites into some form of structure and may prefer a long list of sites. However, this would not suit a large company spanning several continents who may want more structure in place and only want certain users to see certain sites or groups of sites. The Webeye platform accommodates both options using Groups.

Group - A group is a logical unit of organisation. This could mean a company, branch, geographical location or even represent a single site. A group can contain the following:

Sub-Groups - A group can contain other groups to form a hierarchy. Users of one group can see groups, sites and users of ANY group below them. However, users in a group cannot see groups above them or in other branches of a hierarchy.

Sites - A site is the actual location where the security equipment is installed e.g. bank, house, school, office, farm yard, building site etc.

Users - A person who can login to the webeye platform. Users can be administrators or non-administrators.

*Sites declared as residential cannot be organised in this way.

Why is the residential hierarchy different?

The Webeye platform distinguishes between residential and non-residential. Due to privacy laws and concerns a residential site is considered private. When adding a residential site there are some restrictions:

- All residential sites for a particular group will automatically be placed in their own sub-group called "Your domestic customers". Inside "Your domestic customers" are your residential customers.
- A residential customer can only have one site and one user associated with them. The single user associated with a residential customer is the sole administrator for that customer, typically the "head of the house hold".
- Only the residential customer can see their site. No groups above the residential customer can see details or alarms from the residential customer's site. Not even the installer who sold the security equipment can access alarms as all residential sites are set as private by default.

If you have a residential installation this does not necessarily mean you have to declare it as one on Webeye. If you are actively monitoring a residential site you can create them as a normal group but you need to inform the home owner that you can see all their alarms and activations.

Do I have to organise my sites into a hierarchy?

No, The organisation of groups, sites and users is entirely up to the requirements of your business.

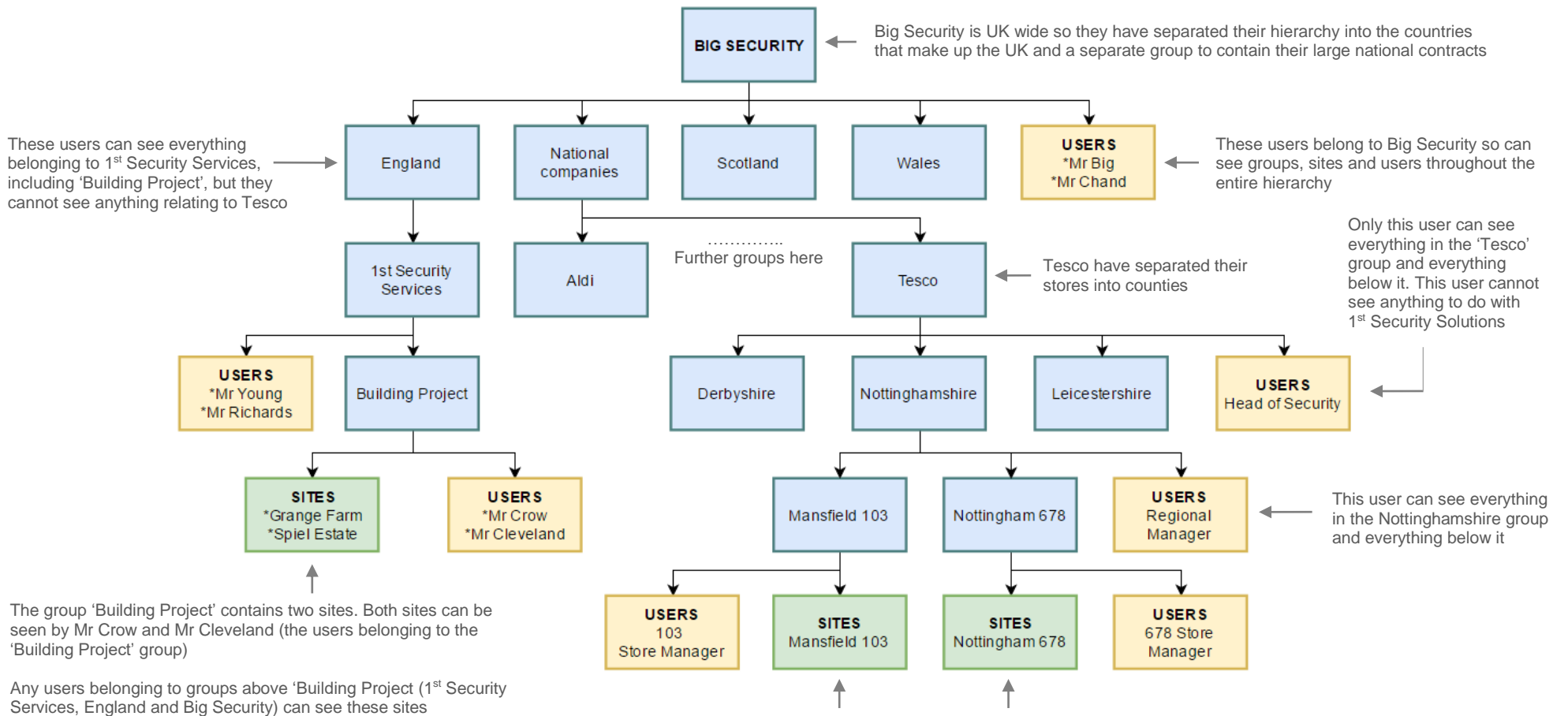


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Hierarchy example

The diagram below is an example of the hierarchy for a company called Big Security. Big Security provide security installations for large UK companies and re-sell the webeye service to smaller security companies, such as 1st Security Services.



These Tesco stores have been created as individual sites inside the Nottinghamshire group, however Tesco have decided they do not want the Store Manager of 678 (Nottingham) to see alarms from Store 103 (Mansfield) and vice versa. Separating the Nottingham and Mansfield stores into groups solves this problem and provides the necessary view restrictions

Any users belonging to groups above Mansfield and Nottingham (Nottinghamshire, Tesco, National companies and Big Security) see these sites