REALITY VISION

A REAL-TIME CONNECTION BETWEEN THE FIELD AND OFFICE | Instantly There.

Case Study

The Proof

Deploying a solution and using a solution are two very different things. Plenty of companies can claim they "deployed" a technology at one event or another, but it's something entirely different to be able to say that your technology was actually used in the production security environment at the biggest sporting event of the year.

The Problem

How do you secure an event as big as the Super Bowl? How do teams in the field and their counterparts back at HQ achieve visibility into all key areas of concern?

In this day and age, the answer to that question invariably involves dozens of people from a multitude of federal, state, local, and private organizations. Some of these people are in a central Joint Operations Center (JOC), but many are not.

For the people in the JOC, the critical task is to get an accurate and instantaneous representation of a field agent's environment. This problem multiplies as more agents are added to the field. Eventually, it becomes nearly impossible to build a complete picture of a situation when dozens of agents are communicating via radio back to the JOC simultaneously.

This problem – often referred to as Situational Awareness – is the problem we hoped to address for Super Bowl XL with RealityVision™.

The Solution

In addition to their standard complement of gear, at least one FBI agent from each Protective Intelligence (PI) team was given a standard Treo 650 running the RealityVision software. As well as allowing the agent to transmit live video directly to the JOC as an event was unfolding, this configuration also allowed the JOC to track the precise locations of each agent in real time and to instantly distribute to them important information as it became available. The solution also allowed for ready retrieval and analysis of imagery via a simple yet powerful storage solution.

Agents were given simple instructions; if you see something the JOC needs to see, aim the phone and push the transmit button.

Every day the Reality Vision software was in the field, at least one agent would come across a situation he or she felt was important for the JOC to see.

The following are a selected set of examples of when the technology was used.

Human Threat Identification

On multiple occasions, FBI agents used the Reality Vision software loaded on their phones and the management software running in the JOC to capture and analyze live video of people suspected of being in a known threats database. Before RealityVision, determining if a person under surveillance was the same person in a database could take hours. With RealityVision, the process – including feeding individual frames into a facial recognition system - took less than 15 minutes.

Nearest Person to a Problem

In the days preceding, and on the day of, the Super Bowl, the FBI had to investigate several suspicious events. Normally, someone in the radio room of the JOC would have to make a broadcast over a walkie-talkie network to see who was closest to the event. With RealityVision, the person dispatching the agent could simply look at a live map of all the agents.

Retrospective Analysis

The people in the JOC had a constant need to see the video from and the location of different agents over time. This is not possible in a normal environment. Because, however, every component of data collected by the RealityVision system is archived for later retrieval, agents, managers, and other authorized people were able to easily see the visual and location history of people in the field.

All Points Bulletin

With RealityVision the FBI not only collected valuable visual and spatial information, but also distributed key information to the field. On at least three separate occasions, operators in the JOC sent photographs of suspicious or unidentified people to agents in the field via RealityVision.

Conclusion

RealityVision allowed the men and women guarding the Super Bowl to effectively stand in the shoes of their people in the field. For the first time, they could see what their people were seeing and know precisely where they were at any instant. RealityVision uses off-the-shelf hardware, commercially available cell networks and requires no special or costly infrastructure. RealityVision is easily deployed and implemented making it a powerful addition to the many tools used by law enforcement officers, first responders, security personnel or any others who need to have real-time visibility into places that lack fixed cameras or other means of image capture and transmission as well as communication with key personnel on the scene. With RealityVision, you are instantly there.