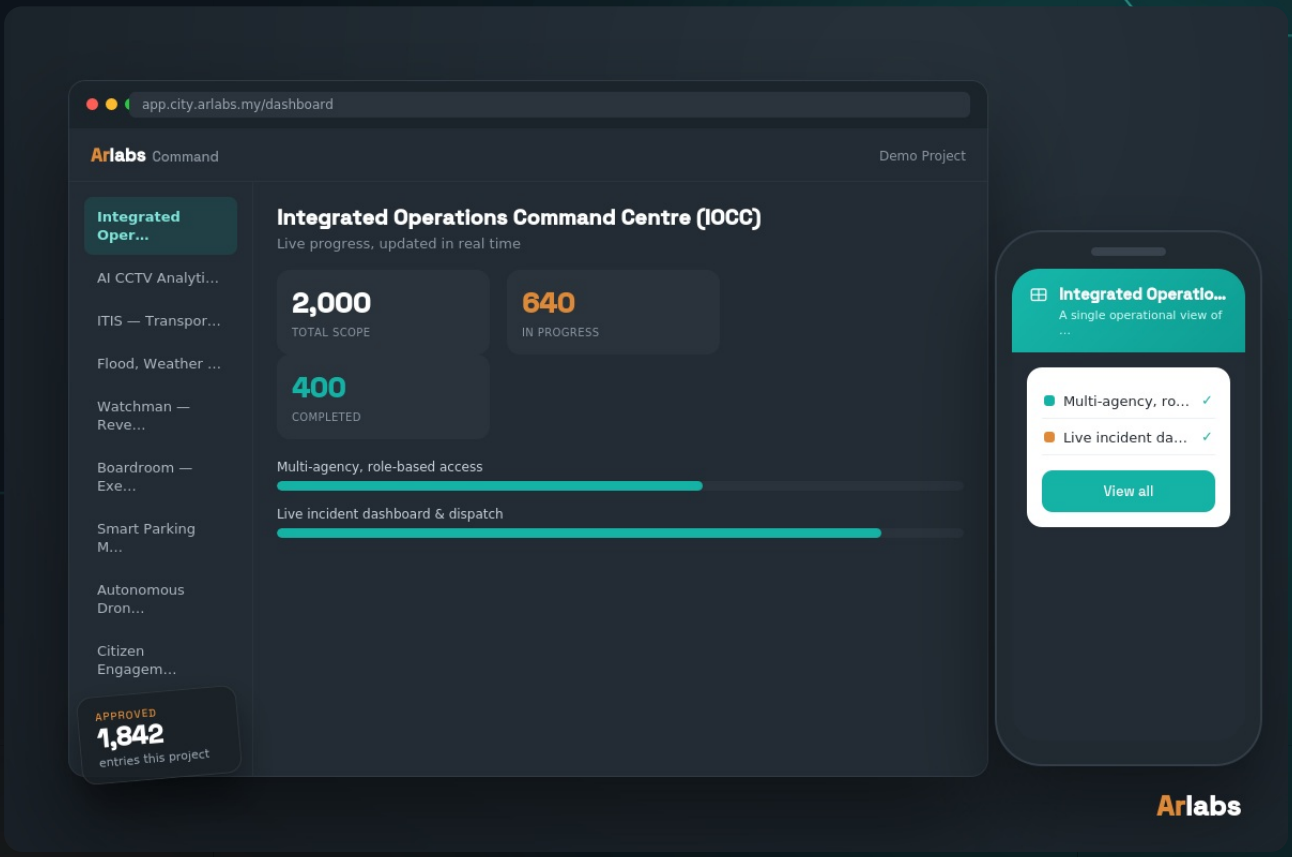
GUIDE

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PRACTICAL GUIDE

Command Centre Buyer's Guide

How to specify an operations command centre that improves response — not just a wall of screens.

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GUIDE

Command Centre Buyer's Guide

How to specify an operations command centre that improves response — not just a wall of screens.

> Design around dispatch, not display.

Start from the incident, not the camera

The purpose of a command centre is to shorten the time between something happening and someone handling it. Specify the incident workflow first — detection, triage, dispatch, closure — and treat video, sensors and maps as inputs to it.

Modules, not a monolith

Command centres grow. Video analytics, traffic, flood and weather, drones, citizen reporting and revenue oversight are best delivered as modules on one platform, so each can be added when it is funded rather than all at once.

Field connection is the difference

A centre that can see but not act is a monitoring room. Insist on a live link to field teams — dispatch to a mobile app, evidence returning from the ground, and closure visible on the same screen the incident was raised on.

Multi-agency by design

Cities and corridors involve several agencies and contractors. Role-based access, agency-scoped views and a shared audit trail let everyone work in one system without seeing what is not theirs.

Data you can defend

Boardroom dashboards are only as credible as the record beneath them. Require approval-gated data, full activity logs and exportable reports, so figures presented to leadership can be traced to source.

Procurement checklist

Incident workflow end to end; mobile dispatch and evidence; modular expansion; multi-agency access control; integration standards for cameras and sensors; local hosting and PDPA handling; training and SLA support.

> ABOUT ARLABS
>
> Arlabs builds and runs operational software for Malaysian organisations — field operations, maintenance, command centres, workforce and accounting. This guide draws on what we see across those deployments.

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