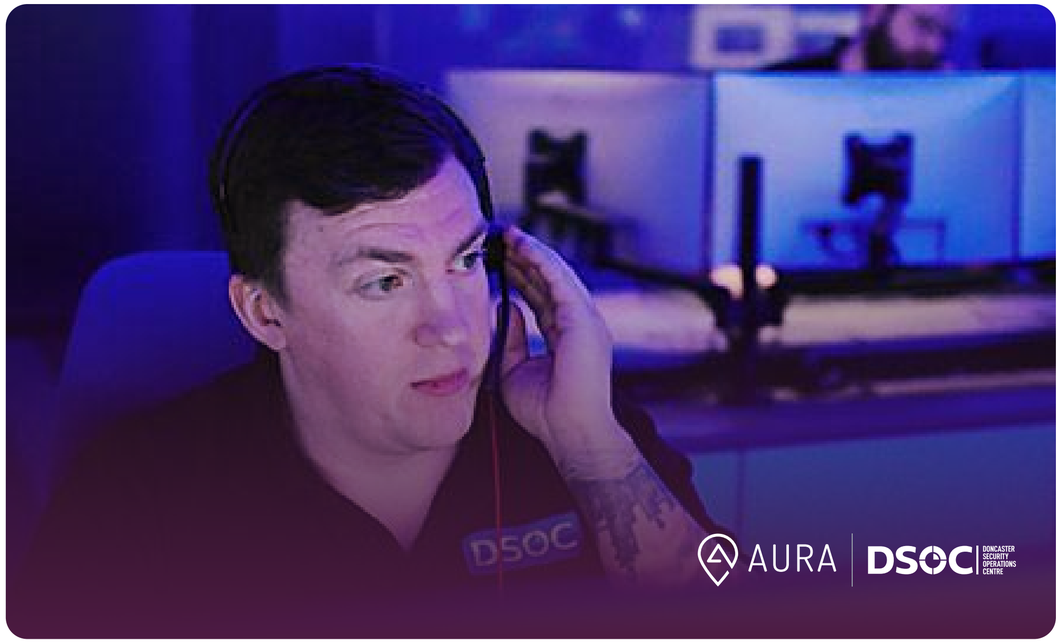
How DSOC x AURA transformed guard response for modern ARC's

Doncaster Security Operations Centre (DSOC), a leading Alarm Receiving Centre, partnered with AURA to streamline guard dispatch and strengthen response for its monitored sites. By integrating AURA directly into the Sentinel CMS platform, DSOC controllers can initiate rapid dispatch within seconds, track activity in real time, and close incidents with verified digital evidence.

74%	45%	35 min
of controller time saved per callout	lower carbon emissions than traditional response	all time average response time across their network



Challenge

Before AURA, dispatching a guard often involved traditional phone-based processes, with additional calls, follow-ups, and admin.

This increased controller handling time, limited visibility into responder progress, and added pressure during peak overnight periods, as customers increasingly expected clearer reporting and evidence.

Solution

DSOC integrated AURA directly into its Sentinel CMS monitoring platform, allowing controllers to dispatch responders instantly from the same interface used to monitor alarms and CCTV.

This gives controllers visibility from activation through to resolution, with digital evidence capture and automated reporting built into the workflow.

Results

DSOC achieved 74% controller time saved per callout, a 35-minute average response time, and improved incident transparency through real-time tracking and digital evidence.

The integration also supports lower-carbon response across the network while helping DSOC deliver a stronger, more efficient service for installers and monitored customers.

★★★★★

“What we get now is confirmed attendance, confirmed time scale, confirmed outcome. Digital evidence. The loop is closed.”

Rob Dovey
Managing Director

DSOC DONCASTER SECURITY OPERATIONS CENTRE



Ready to get results like this for your business?

Talk to an expert