HIVEWATCH + ONTIC

# From Detection to Investigation, Without the Manual Handoff

How HiveWatch and Ontic connected a Fortune 1000 entertainment company's security operations and corporate investigations teams, closing the manual gap between incident detection and case resolution.

## THE PROBLEM

### Investigators reconstructed incidents before they could assess them.

Moving a case from the SOC to investigations relied on screenshots, emails, and spreadsheets, so investigators spent their first hours rebuilding what happened instead of evaluating risk.

### Neither team saw the full incident lifecycle.

Operations and investigations each had visibility into only part of the process, so tracking a case from detection through resolution depended on manual updates.

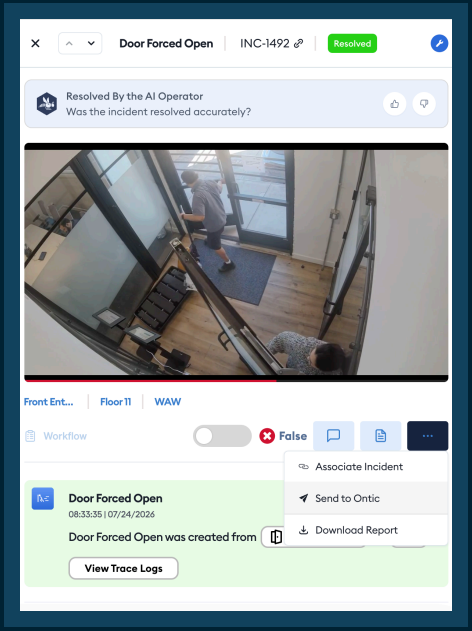
## HOW IT WORKS

01 **Detect** — A physical security incident is identified in HiveWatch, a security operations platform that centralizes incident detection and response, unifying signals from cameras, sensors, and access control systems into a single operational view.

02 **Transfer** — With a single click, HiveWatch sends the structured incident directly to Ontic, including the associated video clip, operator notes, incident source info, resolution notes for audit, and more. No manual handoff or duplicate entry.

03 **Investigate** — Investigators add intelligence, historical context, risk assessments, and response actions.

04 **Resolve** — Ontic holds the full record, which remains linked to the originating incident, while each team works in its own system.




Send to Ontic — one action from the HiveWatch incident record.

## WHAT CHANGED

### Speed

Investigators start with the operational picture already attached, instead of assembling it from scratch.

### Efficiency

Automated transfer removes duplicate documentation on both sides of the handoff.

### Visibility

A connected record spans detection through resolution, helping reporting and future investigations.