

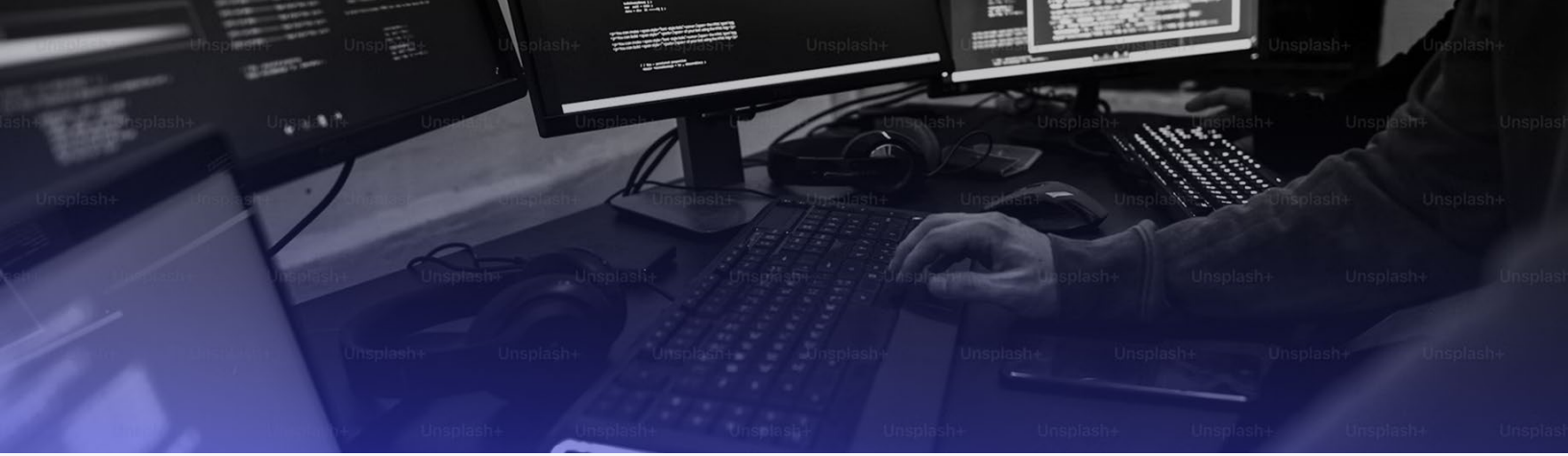


THE MISSING LAYER

A PHYSICAL SECURITY LEADER'S GUIDE TO INDOOR INTELLIGENCE

Why the spatial layer connecting your VMS, incident management, patrol & access control systems is the infrastructure gap most security teams haven't addressed yet.





THE PROBLEM ISN'T A LACK OF TECHNOLOGY. IT'S A LACK OF CONNECTION.

Physical security teams aren't short on tools. Their tech stacks are, well, stacked. Command centers typically run a video management system (VMS), an incident management platform, an identity management system, a patrol or guard tour platform, access control, and alarm or intrusion detection, to name a few. Some have even consolidated these into a single dashboard through a physical security information management (PSIM) system.

Whether the systems are separate or unified, most miss the same issue: they lack indoor spatial context. The alerts roll in and the data aggregates, but the operator still can't see exactly which floor, which corridor, or which tenant is involved. To parse these details, operators have to switch to a static PDF floor plan that likely doesn't reflect today's layout.

That gap can have a hefty price tag.

A quarter of security chiefs reported revenue losses following an incident last year, with the average company losing at least \$9 million.

– 2025 World Security Report

Every second an operator spends toggling between systems to locate an incident on an outdated floor plan is a second not spent responding to it. In

a multi-building campus or a property with dozens of floors, that friction point compounds fast.

The missing layer isn't another dashboard or consolidation platform. Instead, it's an accurate, live indoor map that gives every tool in the stack the spatial context it's missing. An indoor intelligence platform shows operators where an incident is happening at the floor and corridor level, what cameras cover that area, and what the fastest response route looks like.

This guide covers why that spatial layer is essential infrastructure for physical security and how to find the right one to meet your needs.



CHAPTER 1

THE INDOOR INTELLIGENCE GAP IN YOUR SECURITY STACK.

The industry at large already seems to acknowledge toggling between systems is a barrier to rapid response. Research shows that [Information Technology-Operational Technology \(IT-OT\) convergence and platform aggregation](#) are reshaping the market, and more than [60% of security teams now run unified or integrated systems](#) that bring together video, access control, and analytics on a single platform. A paltry 29% still operate fully separate systems.

But unification without the aforementioned spatial context just creates a bigger (but centralized) dashboard. The question isn't how to aggregate more data; it's how to make that data actionable in the moment an operator needs it.

Even command centers running a PSIM often default to Google Maps or ArcGIS for location, and these tools are built for outdoor geography, not indoor properties. If there's any indoor context at all, it's usually a static, two-dimensional floor plan. Sure, these are fine and functional for basic reference, but not for incident response or pre-planning. These plans don't update when a tenant moves, when construction reroutes a corridor, or when a camera gets repositioned. They show the building as it was, not as it is. So, the consolidation problem may be solved, but the spatial issue isn't.

The spatial gap shows up in three predictable ways:



1. **During incidents**, an operator gets an alert but can't immediately see where it is on a floor plan, what cameras cover that area, or what the fastest response route looks like.

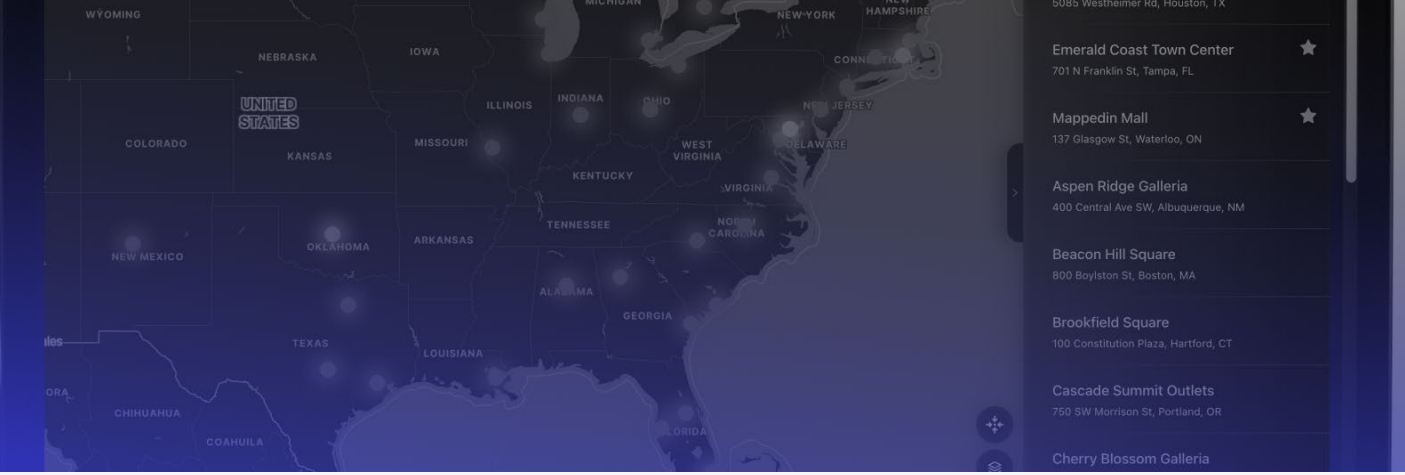


2. **During pre-planning**, security teams walk properties and build institutional knowledge that lives in individual heads rather than in shared systems. When a tenured employee leaves, that [spatial knowledge](#) walks out the door with them.



3. **During post-incident review**, reconstructing where events occurred and how teams responded means stitching together logs from multiple systems, none of which share a common spatial reference.

The budget to address this challenge is there: [Two-thirds](#) of the companies expect to increase physical security budgets in the next year. But [80% of Chief Security Officers \(CSOs\)](#) say business leaders still focus more on cyber than physical risks. Indoor intelligence gives security leaders a concrete investment case, especially as the industry shifts toward viewing physical security as [a genuine enabler of business outcomes rather than just a protection layer](#).



CHAPTER 2

WHAT INDOOR INTELLIGENCE ACTUALLY LOOKS LIKE.

The scale of the problem is growing, as is the impact of potential security incidents. [44% of physical security professionals reported an increase in incidents in 2025](#), and that number climbs to 50% among large organizations with 10,000+ employees. Investors say a physical security incident [could reduce the value of a publicly listed company by up to 32%](#), and almost all [\(97%\) of access anomalies go unnoticed](#) until after the incident, including duplicate logins, badge misuse, and off-hours entry.

Indoor intelligence isn't a new security tool category, and it isn't a replacement for your PSIM or consolidated dashboard. It's the spatial layer that makes every existing tool in your stack more useful. It connects cameras, incident management, patrol systems, and critical infrastructure annotations to accurate, floor-level indoor maps so operators can [locate threats faster, coordinate response, and manage daily operations](#) from one view. Nothing gets replaced. Everything simply gets a spatial dimension it didn't have before, which is crucial for:



Incident response

Spatial context provides live incident plotting on indoor maps with tenant-level location matching, nearest camera lookup, and one-click map-to-live-feed.

When an alert fires, the operator sees exactly which floor, which corridor, and

which camera covers it without switching applications. [Digital maps can also route the nearest officer to the incident automatically](#), compressing the gap between detection and response.



Pre-incident planning

Indoor intelligence maps capture every access point, corridor, and room, along with the precise locations of critical infrastructure: [Automated External Defibrillators \(AEDs\), call boxes, fire services, entry and egress points](#). Response routes and hazard locations are documented in advance and accessible on a single digital map, not carried in someone's head. [First responders and fire departments use the same spatial layer](#) for pre-planning and inspections, which means the map your command center uses is the same map the fire crew walks in with.



Patrol and guard tour

Guard routes rendered on indoor maps with floor-accurate checkpoints, patrol zone overlays, and per-officer timelines. Patrol coverage becomes visible, auditable, and adjustable based on actual incident patterns rather than assumptions about where risk concentrates. When a security director can overlay last quarter's incident heatmap onto the current patrol schedule, gaps become obvious and the team can ensure redeployment conversations are data-driven.



Portfolio-level awareness

For multi-site operators, one platform across all properties with per-site property details (contacts, hours, staff counts, emergency resources), nearby emergency services (hospitals, police, fire), and live weather overlays. The regional security director sees the same spatial picture as the on-site team, from anywhere.

WHY THIS MATTERS FOR CONCIERGE SECURITY

Security officers who are actively present on the floor already have spatial knowledge that makes them better first responders. They know the building. They know the shortcuts. And indoor intelligence gives that same spatial knowledge to the operators in the command center who are coordinating them. The officer on the floor and the analyst at the desk are finally looking at the same picture.

[Read more about concierge security →](#)



CHAPTER 3

THREE OUTCOMES THAT JUSTIFY INVESTING IN INDOOR INTELLIGENCE.

Indoor intelligence delivers value in three areas that security leaders can measure and report on.

1. Faster incident response

When an alert fires and the operator can immediately see the floor, the nearest camera, and the fastest route without toggling between systems, response time decreases. Indoor intelligence adds the spatial dimension: not just knowing that something happened, but knowing exactly where and what's nearby.

For example, research revealed that [organizations leveraging AI-based monitoring report 60% faster incident response times.](#)

The two questions every operator needs to answer — “where exactly is it happening?” and “what does it look like right now?” — become answerable in a single interface. One click from the alert to the floor plan. One click from the floor plan to the nearest live feed. No toggling, no guesswork, no lost seconds.

2. Smarter resource allocation

Incident heatmaps and date/category filters reveal patterns that might be invisible in raw logs. Security leadership can see which zones generate the

most incidents, which times of day drive the most activity, and highlight patrol coverage gaps. This data shifts resource deployment from routine and intuition to evidence-based positioning, putting people and assets where the risk is highest rather than where they've always been stationed.

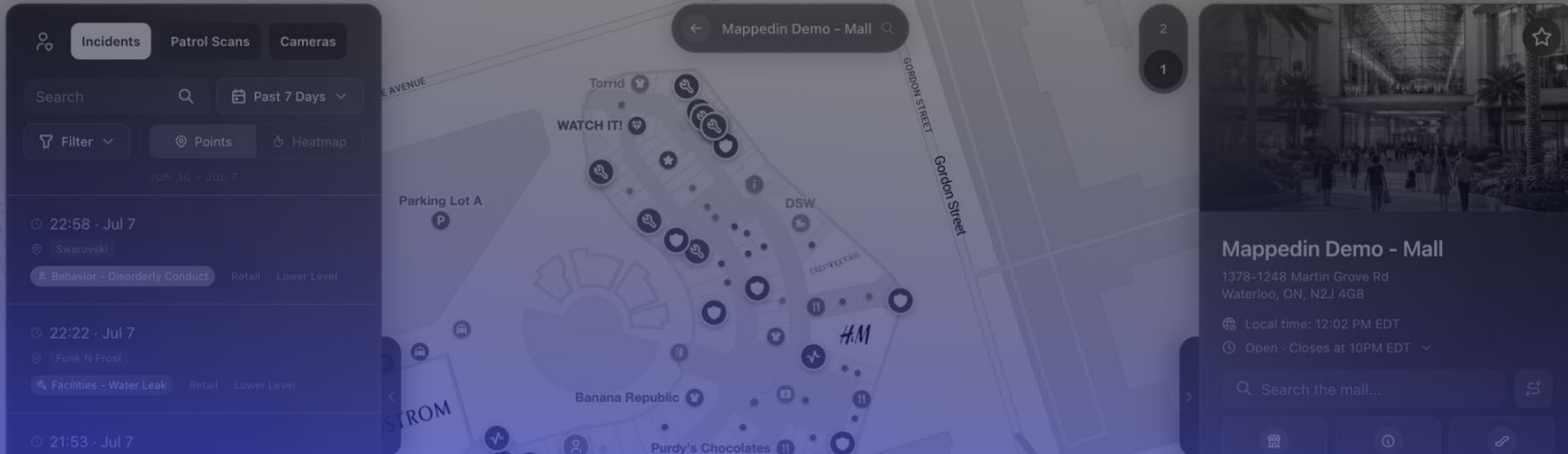
For properties undergoing construction or seasonal changes, the map updates to reflect current conditions. Patrol routes adjust. Camera coverage maps stay accurate. The operational picture stays current even when the physical environment is in flux. Security teams no longer need to redistribute a revised PDF floor plan every time a corridor closes or a tenant moves.

3. Accountability and auditability

Patrol timelines and checkpoint histories are on record for audits and compliance reviews. Spatial records show where events occurred and how teams responded on a shared map without stitching things together from separate systems.

That makes post-incident review, particularly across multiple teams or departments, far easier. When leadership asks how the team responded to an incident on the third floor last Tuesday, the answer is a map with a timeline, not a verbal reconstruction from memory.

For venues subject to evolving regulation, the spatial documentation foundation matters. Martyn's Law in the UK now requires qualifying venues to have [counter-terrorism preparedness plans](#) in place, including documented [evacuation routes and security procedures](#). While the legislation is UK-specific, the regulatory direction is clear: governments are raising the bar on venue preparedness, and spatial documentation will be the baseline for compliance. Indoor intelligence provides that foundation and the audit trail to prove it.



CHECKLIST

WHAT TO LOOK FOR IN AN INDOOR INTELLIGENCE PLATFORM.

Not every platform that puts pins on a floor plan qualifies as indoor intelligence. When evaluating solutions, these five capabilities separate platforms built for security operations from basic mapping tools.

● **Hardware agnostic.**

The platform should work with any VMS, incident management system, or patrol platform via open Application Programming Interfaces (APIs) and REST integration. No rip and replace should be needed. If it only works with one camera vendor's hardware, it's the wrong solution. [60% of security professionals cite integration with new technologies as the primary motivation for replacing legacy systems](#). Open integration isn't a differentiator anymore; it's what buyers are already prioritizing.

● **True indoor spatial context.**

Floor-level accuracy with tenant and amenity data mapped natively, not just device pins on a flat image. The map should show rooms, corridors, access points, and critical infrastructure rather than just camera locations. If the platform can't tell you which tenant an incident is nearest to, or which corridor connects two floors, it's a floor plan viewer, not an intelligence layer.

● **Portfolio-level management.**

For multi-site operators, one platform across all properties. Per-site

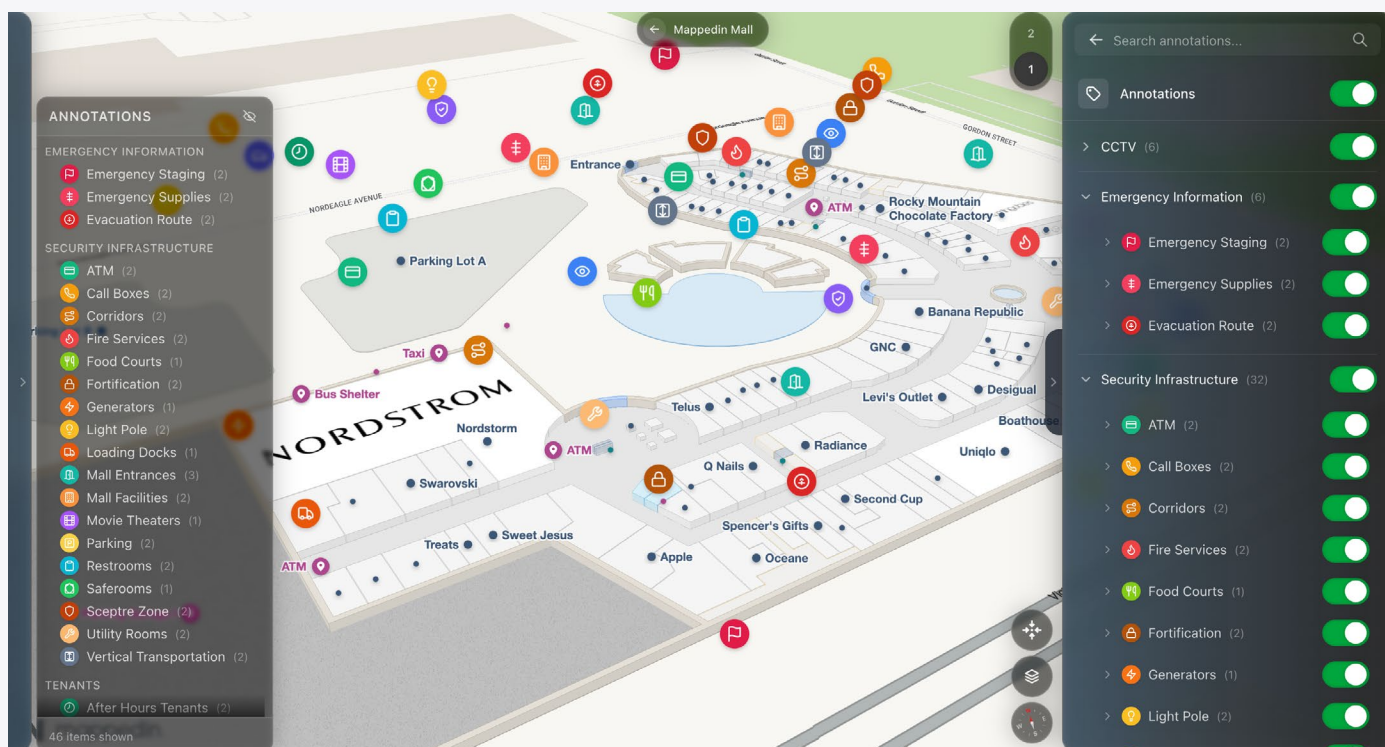
configuration without per-site implementation or costs. The regional security director should see every property from a single interface, not log into separate instances.

- **Low deployment barrier.**

No building information modeling (BIM) files, no computer-aided design (CAD), no specialized IT requirements. Floor plans upload directly and go live quickly. If deployment takes months of professional services, adoption will stall before the platform delivers value.

- **Auditable and compliant.**

Service Organization Control (SOC) 2 Type II certification, Web Content Accessibility Guidelines (WCAG) 2.2 AA accessibility, and spatial records that support compliance and post-incident review. The platform should create the documentation trail your audit requires, not add another system to document.



THE MAP IS THE MISSING LAYER.

Physical security teams have invested heavily in cameras, access control, incident management, and patrol platforms. Each of those systems works. What's missing is the spatial layer that connects the dots across these systems.

Indoor intelligence doesn't replace any of those tools. It makes each more effective by giving operators the one thing they can't get from any individual system: a unified, floor-level picture of what's happening, where, and what resources are nearby. The VMS shows the feed. The incident platform logs the event. The patrol system tracks the officer. The map is what ties all three together at the moment it matters most.

The teams that respond fastest aren't the ones with the most technology. They're the ones whose technology talks to each other, on a map that every operator can read when seconds count.



SEE HOW MAPPEDIN HELPS PHYSICAL SECURITY TEAMS ACT ON DATA WITH A FULL AWARENESS OF THE INDOORS.

When an event unfolds, your team can't afford to improvise. Mappedin gives security teams a clear picture of every floor, zone, and access point, so they know exactly where to go without putting themselves in harm's way.

Built for scale and trusted by the world's biggest brands, our AI-powered tools make indoor mapping fast, flexible, and easy to integrate—powering indoor experiences at top destinations worldwide. With nearly 10+ billion square feet mapped around the world, Mappedin helps make public spaces easier to explore, simpler to manage, and safer for every visitor.

Book a demo

