

# Integration & API Primer

How SatSentinel events reach your control room, fleet platform, workforce systems and response partners.

## INTEGRATION PRINCIPLES

SatSentinel is designed to sit alongside the systems you already run. Field events are normalised in the cloud into a consistent event model, then routed by customer-configurable rules to people, teams and systems. Integration work is scoped per customer, and existing security providers, control rooms and telematics platforms are retained rather than replaced.

## DELIVERY PATHS

- Documented APIs for integration with fleet, ERP, control-room and OEM systems.
- Web portal for operations teams, supervisors and administrators.
- Mobile applications for field workers and responders.
- Partner routing to nominated security companies, control rooms and emergency contacts.
- Audit export of event history and operator actions for compliance and review.

## A TYPICAL EVENT

- A device raises an event — SOS, check-in, alarm input, crash or a scheduled position report.
- The payload is optimised for low-bandwidth satellite transport and transmitted.
- SatSentinel Cloud ingests, validates and normalises the event, and records it in the audit log.
- Rules classify the event, apply filtering and escalation, and select the recipients.
- The event is delivered to portal users, mobile apps, integration endpoints and response partners.

## WHAT TO PREPARE BEFORE A SCOPING SESSION

- The systems that must receive events, and who owns each one.
- Your escalation ladder: who is notified first, after what delay, and who acknowledges.
- Sites, vehicles, assets and teams to be represented in the platform.
- Data-retention, audit and reporting requirements.
- Any existing security provider or control-room routing that must be preserved.

## COMMON QUESTIONS

### Can events reach our existing systems?

Yes. Events can be routed to your control-room platform, workforce systems or custom integrations via APIs, in addition to the SatSentinel portal and mobile apps.

### Does SatSentinel dispatch emergency services?

No. Alerts are routed to the fleet managers, control rooms, security providers or response partners you nominate.

Integration scope, endpoints, authentication and data models are confirmed during scoping with the Fluxcon team.