



It happens all too often; a customer calls saying they had an incident happen, but they do not have any video captured because a camera was down.

How can we prevent this from happening in the future?

Continuous Video Security Health Monitoring

Since 1997, Ednetics has been providing technology solutions to the educational and public markets including video surveillance and IP-based access control. As an exacqVision Elite dealer, Ednetics installs exacqVision video management system [VMS] software and network video recorder [NVR] solutions.

Ednetics has connected more than 150 recorders and nearly 9,000 cameras to their exacqCloud instance.

Proactive VMS and Camera Health Monitoring

"exacqCloud enables us to provide our customers with the proactive, turnkey support they need"

Dave Teague, Director, EdneticsProtect™

The exacqCloud dashboard gives Ednetics a one-stop place to view all activity and system health for their customers. The Ednetics team has been using exacqCloud to be proactive in servicing their customers' video security system. Daily, two team members access exacqCloud to quickly scan through all customer system activity. If a camera goes offline, they can instantly check to see if the camera is in warranty. This presents Ednetics with the opportunity to immediately act on getting an advanced replacement or a new camera if it is out of warranty. However, just because a camera shows connected does not mean it is functioning properly. Within exacqCloud, Ednetics can inspect the camera's aim and focus to make sure it is functioning properly. In the future, Ednetics will equip their technical support team with the exacqCloud dashboard for immediate access to view if the system needs attention. Visually the team member can see a red indicator within exacqCloud next to the specific camera or server. Within minutes, the employee will be able to direct a tier II technical support employee to troubleshoot.

Instant Notifications and Identifications of Trends

Ednetics has also configured baseline notifications to send an email when a camera or recorder is offline for an extended period of time. These email alerts are sent to an Ednetics team member as well as the key customer contact. Additionally, over time, Ednetics has used exacqCloud to identify trends with cameras, systems and firmware. If one customer is having an issue with a specific camera or firmware, then the team knows to check other customers using the same cameras or firmware before they encounter any problems.

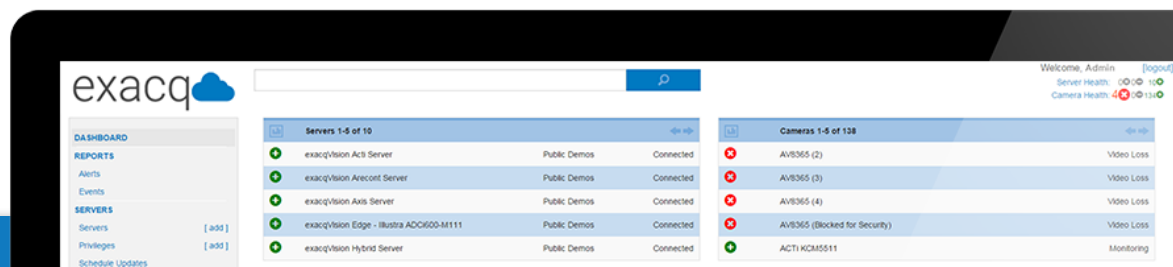
exacqCloud Increases Value and Service Contract

exacqCloud enables Ednetics to provide remote and onsite monitoring. Through two, new types of service contracts, Ednetics will give their customers more value and assurance that their system is constantly being monitored. With the full service contract, Ednetics will use exacqCloud to remotely diagnose and perform on-site repairs when necessary. Additionally, the service contracts will include automatic software updates. exacqCloud eliminates their need for a separate network configuration while providing an easier way to handle their managed services and generate additional revenue.

Easier Management of Software Updates

exacqCloud acts as one, centralized database to maintain all software updates. Ednetics has been able to provide the relevant information to their sales force to generate additional sales. Through exacqCloud, the sales team can quickly see the MAC addresses, expiration dates and quotes. In exacqCloud, they can schedule software updates.

www.exacq.com
Tel. (317)845-5710




Benefits of exacqCloud



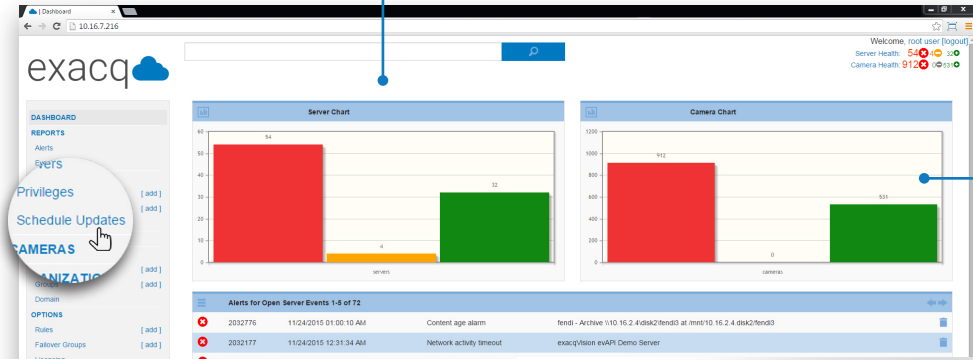
- ✓ Quickly address problems with real-time dashboard
- ✓ Implement faster, lower cost service
- ✓ Provide software update service to your users by scheduling remote software updates
- ✓ Receive notifications of critical video recording components
- ✓ No special network configuration

Monitor Recorder Health

Enables Security Dealers Faster, Lower Cost Service 

Schedule Software Updates

Monitor Camera Health



The screenshot shows the exacqCloud dashboard. On the left is a navigation menu with items like 'Privileges', 'Schedule Updates', and 'CAMERAS'. The main area contains two bar charts: 'Server Chart' and 'Camera Chart'. Below the charts is a table of alerts for open server events. A 'Welcome' message in the top right corner shows 'Server Health: 54' and 'Camera Health: 912'.

Alerts for Open Server Events 1-6 of 72			
2032776	11/24/2015 01:00:10 AM	Content age alarm	tendi - Archive 1:10.16.2.4/disk2/tendi3 at rmt10.16.2.4/disk2/tendi3
2032177	11/24/2015 12:31:34 AM	Network activity timeout	exacqVision evAPI Demo Server

Peace of Mind with Continuous Health Monitoring

