

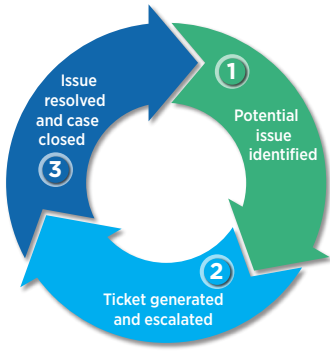


## When processes work better, businesses work better

**Insight drives productivity and accountability, and lets all parties operate smarter**

The March Networks® **Insight Monitoring and Resolution Service** lets organizations leave the health and maintenance of their surveillance infrastructure in the hands of their integrator and the experienced staff working in March Networks' secure Network Operations Center (NOC). This cloud-based service provides customers with unmatched video network visibility, asset control, optimum system health, and service level agreement (SLA) performance management.

March Networks and your integrator work together behind the scenes to help ensure the integrity of your system and the resolution of potential issues, giving you peace of mind so you can focus on other priorities.



## Insight delivers streamlined, trackable workflows, so you get what you need when you need it, and remain well-informed at each stage of the process

You'll get complete, end-to-end support — from system monitoring, performance optimization, and issue diagnosis, to remote resolution where possible, eliminating costly truck rolls. When onsite service is required, our NOC team generates a service ticket for you or your integrator, along with valuable information on the likely issue, for faster, more efficient resolution. Here's how it works.

- 1 Potential issue is identified, investigated and validated**  
 Issues can be logged into Insight by you and/or your integrator. In addition, the NOC remotely monitors your infrastructure on a daily basis for:
  - Health status of network and attached devices
  - Application usage (who is using the system, and how?)
  - Accurate and useable camera views (optional)
 All cases are investigated and validated by our NOC to prevent unnecessary action and to determine who is best-suited to address the issue (customer, integrator, or March Networks).
- 2 Ticket is generated and escalated to the appropriate party**  
 Insight provides alerts, requests action, and dispatches personnel and/or equipment. If required, March Networks will initiate the Advance Replacement to ensure the necessary hardware is available to complete the repair.
- 3 Issue is resolved and case is closed**  
 Once the repair is completed, the responsible party reports the details of the case to the NOC. Before closing the ticket, we validate that the repair took place and that it fixed the problem.

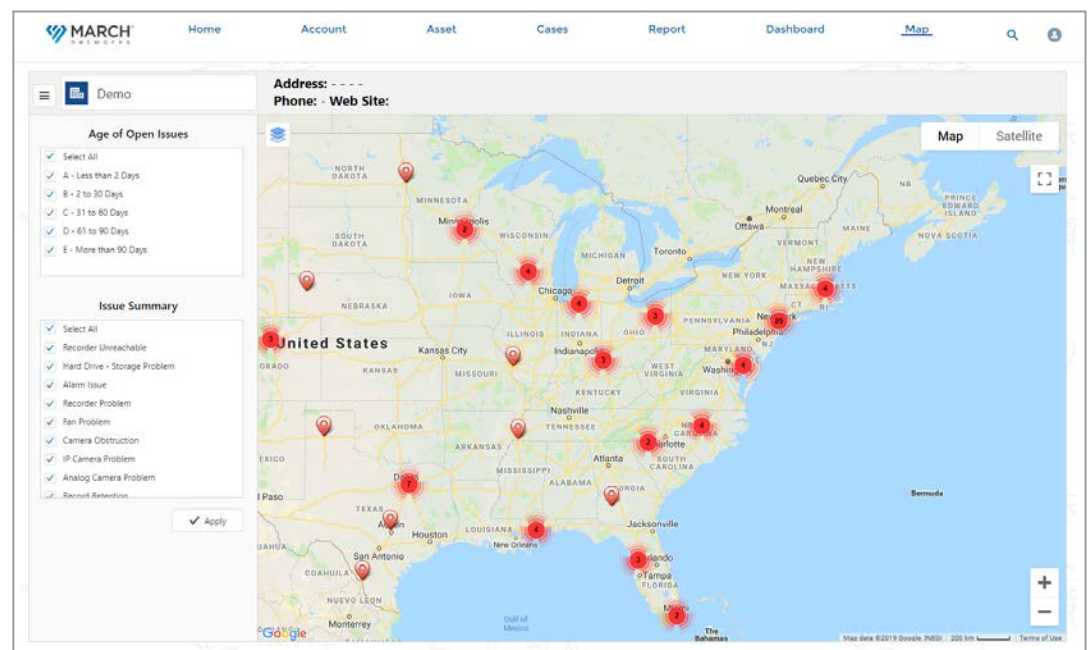
### Avoid swivel chair updating between systems

**NEW**

Our API allows 3rd-party ticketing systems to integrate with Insight and the integrator's dispatch system. When a ticket is initiated by Managed Services, the integrator's dispatch system has instant visibility to the ticket to initiate corrective action. Your integrator can dispatch a technician to resolve the issue, then close the ticket (which updates Insight and allows the NOC to validate that the work has been completed).

### Get an at-a-glance view of issues throughout your region

Maps provide a visual overview of all of your sites, and let you quickly spot trends by region or area. Click on any individual "problem location" to display detailed information about what's going on at that site.



## Insight's reports and dashboards provide you with mission-critical intelligence on each of your locations

Insight leverages the expertise of our NOC team and your integrator, leaving you free to focus on your business while ensuring your video solution is always performing optimally. But the workflow behind the scenes is completely transparent, and you can keep track of what's going on every step of the way.

You have access to health reports and the ability to track service tickets. On each dashboard, you can click and drill down for more in-depth information. And you can run reports based on your schedule, and email them to any interested stakeholder.

Insight's intuitive dashboards and reports provide you with data on things like:

- **Comprehensive health reporting.** Get at-a-glance views of your video network's health, problematic areas, and more, plus clear steps and progress to resolution.
- **Ticket lifecycle.** See age of tickets, time to close, and how long was spent with each party to stay on top of issues.
- **Inventory and product information.** Get an audit of your entire video network, including device configuration, model number, firmware version, warranty status, quantities, age of equipment, and the security compliance of March Networks recorders and cameras.
- **Application usage (who is using the system, when, and how?).** Help ensure that your solution is being used to its optimum capabilities, identify the need for additional employee training, and spot systemic trends regarding usage (e.g., people are using different system features at a different rate or consistency).

- **Network topology.** Get an intuitive view of a location's devices and which ones need attention; see if a new device was added without your knowledge.
- **Performance data (e.g., bit rates and frame rates).** Make sure your system is always running at peak efficiency.
- **Scheduled software upgrades.** These ensure timely updates to protect your network from possible security vulnerabilities and enable feature enhancements.

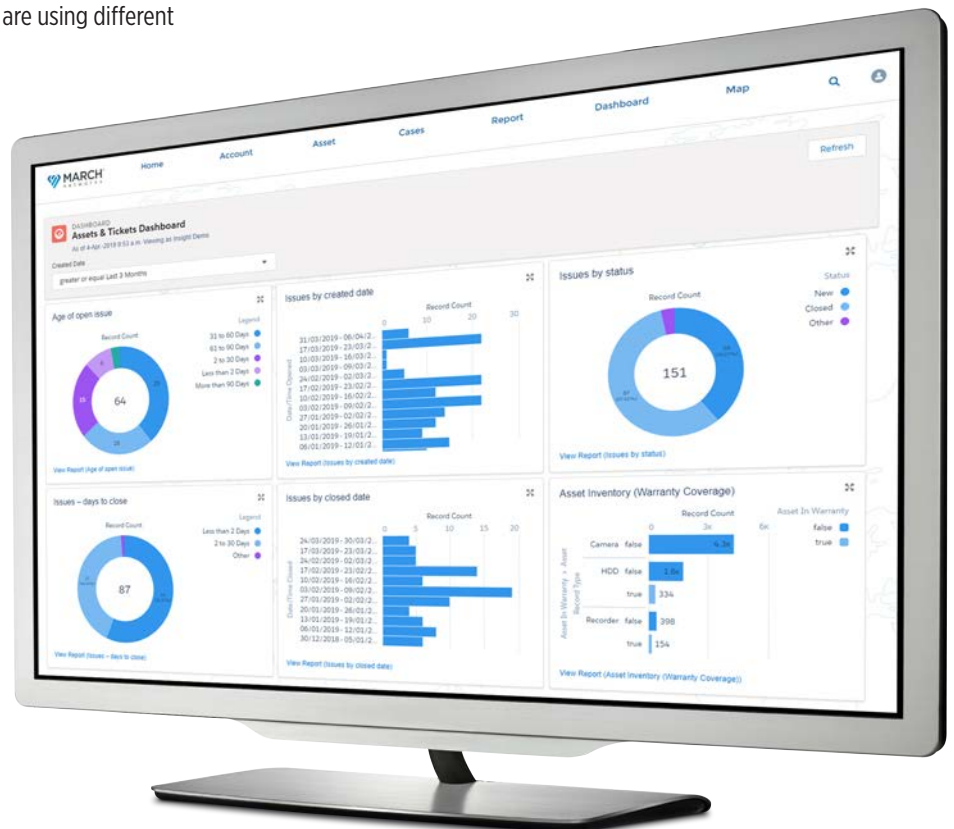
## Reduce potential network vulnerabilities and better diagnose root causes

Two optional monitoring services offer a more in-depth understanding of what's going on behind the scenes on your network and with your cameras.

### Monitor field of view (FOV) changes to cameras

A "baseline" FOV for each camera allows us to continuously monitor for changes to that FOV. We'll alert you of changes, send you a snapshot of the current FOV, and help determine the cause. For example:

- Did someone intentionally move or cover the camera?
- Is it the result of a faulty switch?
- Is it being obstructed by a tree limb or signage?
- Is there an issue with that camera that requires it to be replaced?



## Rest assured that your data is protected and secure

Operating from a state-of-the-art complex at March Networks' global headquarters, the Managed Services team works in a VMware® environment with redundant bandwidth, disk, network, and computer resources.

Here's what we do to protect and secure your data:

- Our NOC incorporates physical access controls and restrictions, including a retinal scanner and 24/7 video monitoring.
- The NOC has its own dedicated firewall that blocks access to non-authorized users.
- The NOC runs on a dedicated network that separates NOC data from the rest of our corporate network traffic.
- We use sophisticated visibility rules to protect NOC customer data at multiple levels, so that data is accessible only to authorized users. Two-factor authentication is also in place.
- We run background checks on every NOC employee, and mandate regular training so they are always current on cybersecurity best-practices.

- We enforce security and management controls, and regularly conduct cybersecurity audits and penetration tests.
- We backup NOC data systematically and frequently, and have an established disaster recovery process in place to mitigate power and system downtime, including redundant power sources.

## Let March Networks host your Command Enterprise Server

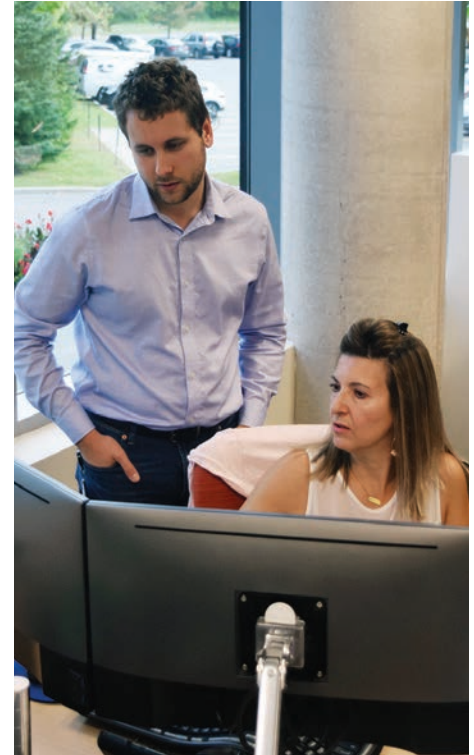
We'll monitor for and address health alerts via Command Enterprise Software. Searchlight license for Operations Audits and Security Audits is included.

## Your network, your rules

Nobody wants outsiders probing into their network. We know cybersecurity is top of mind for our customers, so we have taken several measures to make sure you're comfortable with the way we communicate with your network.

**NEW**

**We have eliminated the need for a VPN and the potential associated vulnerabilities. Instead, information is extracted from your network via our agent, and pushed (on a schedule) to Insight for use by our secure NOC. The NOC will gain secure remote access to the network through customer-managed password control without having to open incoming ports on your firewall.**



Insight is more than just a tool; it is a service that aligns with your business's network security requirements and lets you call the shots when it comes to how the health of your system is communicated and addressed.

## How to order?

That's easy. The answers to these five questions allow you to get the subscription that's tailored for your unique requirements.

Term of subscription	<input type="radio"/> 1 year	<input type="radio"/> 3 years	<input type="radio"/> 5 years
Payment frequency	<input type="radio"/> Monthly	<input type="radio"/> Annually	
Hosted?	<input type="radio"/> Yes	<input type="radio"/> No	
FOV report?	<input type="radio"/> Yes	<input type="radio"/> No	

For details on the Insight Terms of Service, please visit [marchnetworks.com/ToS/](https://marchnetworks.com/ToS/)

Visit [marchnetworks.com/insight](https://marchnetworks.com/insight) to learn more about how Insight can help insure optimal system performance so you can focus on your business.