MARCH networks
A Delta Group Company



Insight Cloud Services

March Networks® Insight Cloud Services include a suite of tools for remotely monitoring and maintaining the health of video surveillance networks. Working with your integrator, experienced staff in March Networks' secure Network Operations Center (NOC) use cloudbased tools to keep your surveillance system up and running smoothly, and give you complete visibility into all your video assets.

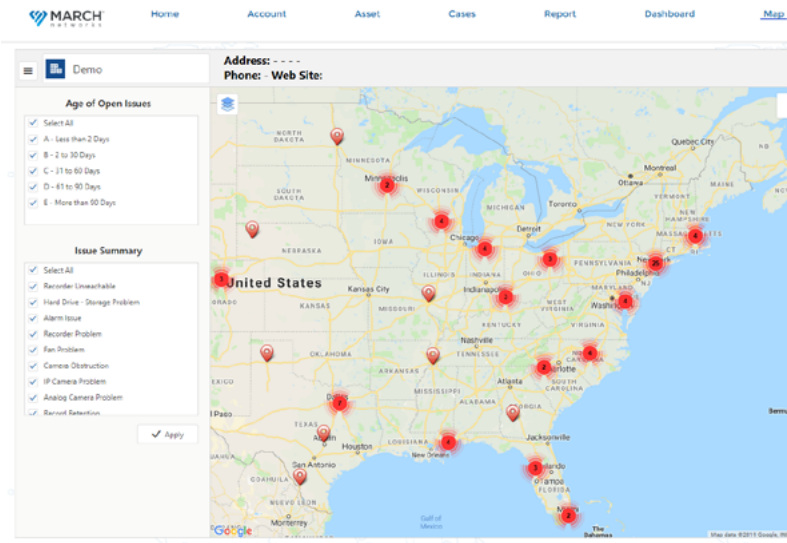
Insight Cloud Services — 3 Options

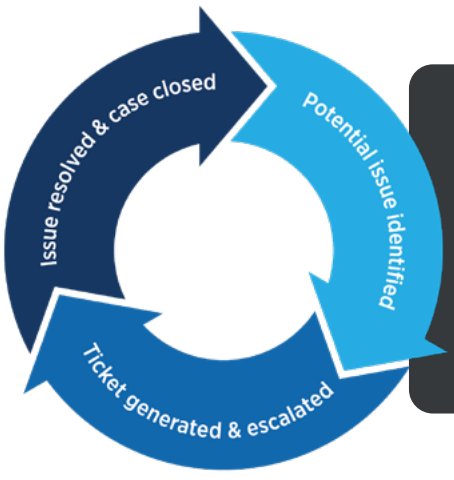
With March Networks Insight Cloud Services, you get 3 different options for monitoring and maintaining the health of your video surveillance network. Choose as much or as little support as you need, all delivered by our trained and experienced professionals.

1. Full Cloud Managed Services

The Insight Monitoring and Resolution Service gives you 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 isssue, for faster, more efficient resolution. This option includes:

- Proactive monitoring of your NVRs, cameras, encoders, hard drives, fans, battery backups and the overall network connectivity of devices
- Remote troubleshooting and issue resolution
- Remote software maintenance and updates, scheduled during off-peak hours
- Full access to our online self-service Insight web portal with case information, including our Asset and Reporting Services so you can view your videoinstallation information, support tickets and ticket status, and device warranty and location information on our interactive map
- Service level agreement (SLA) reporting, including time to resolution
- API for seamless integration with your integrator's ticketing system



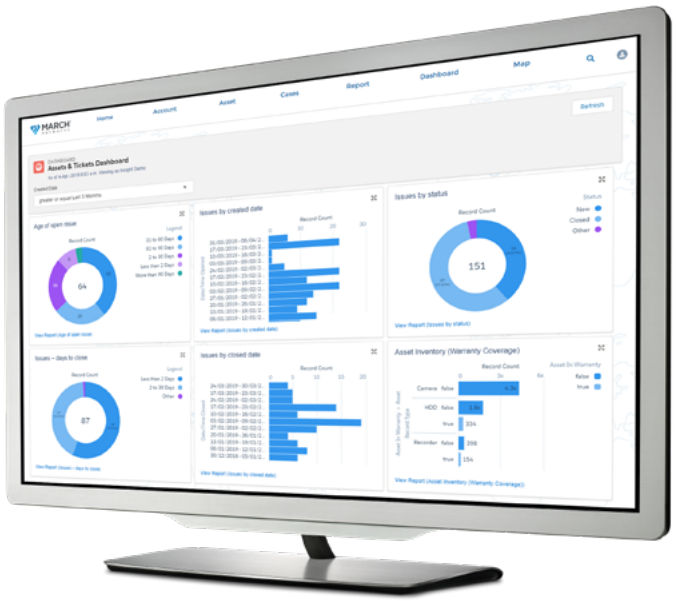


Complete Trackable Workflows

When onsite service is required, our NOC team generates a service ticket for you or your integrator. If needed, our team will dispatch a technician or initiate an express RMA. Our NOC also validates that the issue is resolved and complete before closing the ticket.

2. Asset and Reporting Through Our Web Portal Only

For March Networks Command™ Enterprise Software (CES) customers who require less support, we offer the Insight Asset and Reporting Service, which provides on-demand access to our Insight web portal only. With this option, your team is responsible for all network and device health monitoring, maintenance and updates, but you can enjoy convenient web-based access to asset reports and dashboards through our web portal. This option includes:



- At-a-glance views of your video network's recorder, camera and hard drive assets
- Inventory and product information such as: device make and model number; firmware version; serial numbers; as well as warranty status and more
- Network topology. Get an intuitive view of a location's devices from our interactive map
- Performance data (e.g., bit rates and frame rates of IP cameras)

3. Optional Camera Image Audit Report

Available for customers using March Networks' on-premise CES or CES Cloud, the Insight Image Audit Report helps ensure your cameras are capturing exactly what you need. Our NOC team will provide you with a snapshot from each camera to ensure it is properly positioned and capturing high-quality images. Examples of discrepancies highlighted within the report include blurry or out-of-focus images, images directed at walls or floors, images blocked by signage, and images from a failed camera sensor.





Before and After: Our NOC team will help identify cameras with blurry or out-of-focus images so you can prioritize fixes and ensure your cameras are capturing exactly what you need.

Your Data is Protected & Secure

March Networks Insight Cloud Services are delivered from a secure state-of-the-art complex at our global headquarters. Our team works in a VMware® environment with redundant bandwidth, disk, network, and computer resources.



Our NOC incorporates physical access controls, including a retinal scanner and continuous video monitoring. It has its own dedicated firewall that blocks access to non-authorized users and runs on a dedicated network. Additionally:

- 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 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.

How to Order?

With Insight Cloud Services, we can tailor a package that best suites your unique business needs. You can pay monthly or annually, and order 1, 3 or 5-year terms.

Description	Part Number
Insight Monitoring & Resolution Service — Complete cloud managed services with device monitoring, updates and remote issue resolution. Access to the web portal.	37406 – 1 year 37407 – 3 year 37408 – 5 year
Insight Asset & Reporting Service — Web portal access only which includes system inventory status for March Networks recorders and supported connected IP cameras.	40378 - 1 year 40379 - 3 year 40380 - 5 year
Insight Image Audit Report — One-time report using thumbnails to identify image discrepancies. Sold per camera active on recording device	40321

For details on the Insight Terms of Service, please visit marchnetworks.com/ToS/

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