

# Ednetics

## exacqVision Integrator Services Portal



Exacq is a leading manufacturer of video management system (VMS) software and servers used for video surveillance. exacqVision VMS software is readily available on factory installed exacqVision hybrid and IP camera servers or on commercial off-the-shelf servers.

"exacqVision Integrator Services Portal enables us to provide our customers with the proactive, turnkey support they need"

*Dave Teague, Director,  
EdneticsProtect™*

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 the exacqVision Integrator Services Portal.

### Proactive VMS and Camera Health Monitoring

The exacqVision Integrator Services Portal dashboard gives Ednetics a one-stop place to view all activity and system health for their customers. The Ednetics team has been using the Integrator Services Portal to be proactive in servicing their customers' video security systems. Daily, two team members access the portal 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 the portal, Ednetics can inspect the camera's aim and focus to make sure it is functioning properly.

Ednetics plans to equip their technical support team with the portal dashboard, providing immediate access to view system events and to respond promptly when the system needs attention. Visually, the team member can see a red indicator within the Integrator Services Portal 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 the Integrator Services Portal 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.

## exacqVision Integrator Services Portal Increases Value and Service Contract

exacqVision Integrator Services Portal enables Ednetics to provide remote and on-site 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 uses the portal to remotely diagnose and perform on-site repairs when necessary. Additionally, the service contracts include automatic software updates. The portal eliminates the 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

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

## Benefits of exacqVision Integrator Services Portal

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



## Johnson Controls

Johnson Controls is a global diversified technology and multi-industrial leader serving a wide range of customers in more than 150 countries. Our 120,000 employees create intelligent buildings, efficient energy solutions, integrated infrastructure and next generation transportation systems that work seamlessly together to deliver on the promise of smart cities and communities. Our commitment to sustainability dates back to our roots in 1885, with the invention of the first electric room thermostat.

For additional information, please visit [www.exacq.com](http://www.exacq.com) or follow us on Facebook, Twitter, and LinkedIn.