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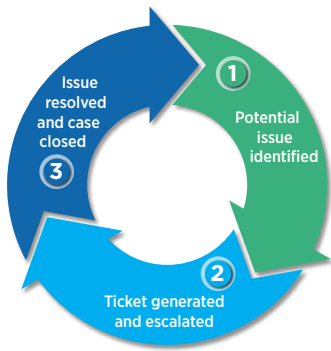
Insight delivers streamlined, trackable workflows, so you get what you need when you need it, and remain well-informed at each stage of the process

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 for:

- Status of network and attached devices
- Application usage (who is using the system, and how?)
- Potential security vulnerabilities
- Accurate and useable camera views (optional)
- Third-party networking devices (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). Whenever possible, March Networks will resolve the problem remotely, sometimes prior to customers or integrators even being aware of the issue.

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.

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 an 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 third-party (non-March Networks) devices on your network

Deeper network scans—via Simple Network Management Protocol (SNMP) scanning tools—can help pin down issues and save time. For example:

- If a camera behind a network switch sends a "disconnected alert," the problem could be the camera or the switch. SNMP scans show precisely where the problem is so you don't risk replacing a perfectly functional camera just because of a faulty third-party switch.
- SNMP scans can help detect rogue devices added to your network. If a new device is added without your knowledge, that will show up in the scan. You can avoid a potential malicious case of someone installing something on your network to hack your system.

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?
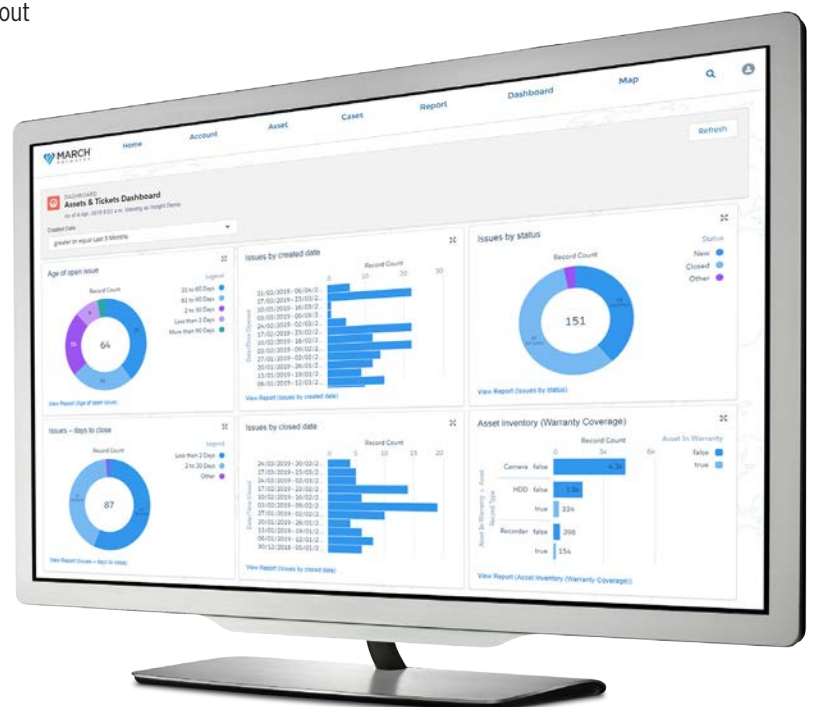
Rest assured that your data is protected and secure

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.

Network security and data management

We make sure you're comfortable with the method by which we access your network. A secure virtual private network (VPN) maintains privacy through security procedures and tunneling protocols.

In addition, network address translation (NAT) traversal, lets you connect directly to your recorders—even those behind a firewall—without having to open additional ports.

Further ensure the security of your data with two-factor authentication. Link your smartphone to your credentials so only you can log into your account in the cloud.

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	❍ 1 year	❍ 3 years	❍ 5 years	
Payment frequency	❍ Monthly	❍ Quarterly	❍ Annually	
Number of recorders	❍ 1-50	❍ 50-500	❍ 500-1000	❍ 1000+
FOV report?	❍ Yes	❍ No		
SNMP scan?	❍ Yes	❍ No		

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

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

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