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# Remote Monitoring Service

## Product Overview

Imagus Remote Monitoring Service is a 24/7 service which monitors Imagus Video Analytics and Facial Recognition systems to ensure both cameras and servers are online and functioning correctly so that customers do not need to actively monitor the systems themselves. Vix Vizion use a comprehensive real

time monitoring dashboard to monitor the system. If problems occur, Vix Vizion will notify the customer and will coordinate with them to remotely resolve the issue. Keeping the Imagus system running is often an internal and external compliance requirement required by companies or Government Regulators.

## Product features

Vix Vizion use a comprehensive monitoring dashboard that gives us real-time data on every important aspect of your Imagus facial recognition system including:

- ✓ **System health:** To ensure Imagus services are running and system health is acceptable.
- ✓ **CPU usage:** To ensure the system is running fast and smooth.
- ✓ **GPU temperature:** To ensure the longevity of the system by avoiding any overheating.
- ✓ **GPU usage:** To ensure the Graphic Processing Unit is always running and not overloaded.
- ✓ **Memory usage:** Memory storage and usage.
- ✓ **Camera errors:** To ensure all cameras are always running and online.
- ✓ **Camera blurriness:** To ensure all cameras are focused and are scanning faces.
- ✓ **Min PFPS:** To ensure all cameras are processing the required number of frames every second.

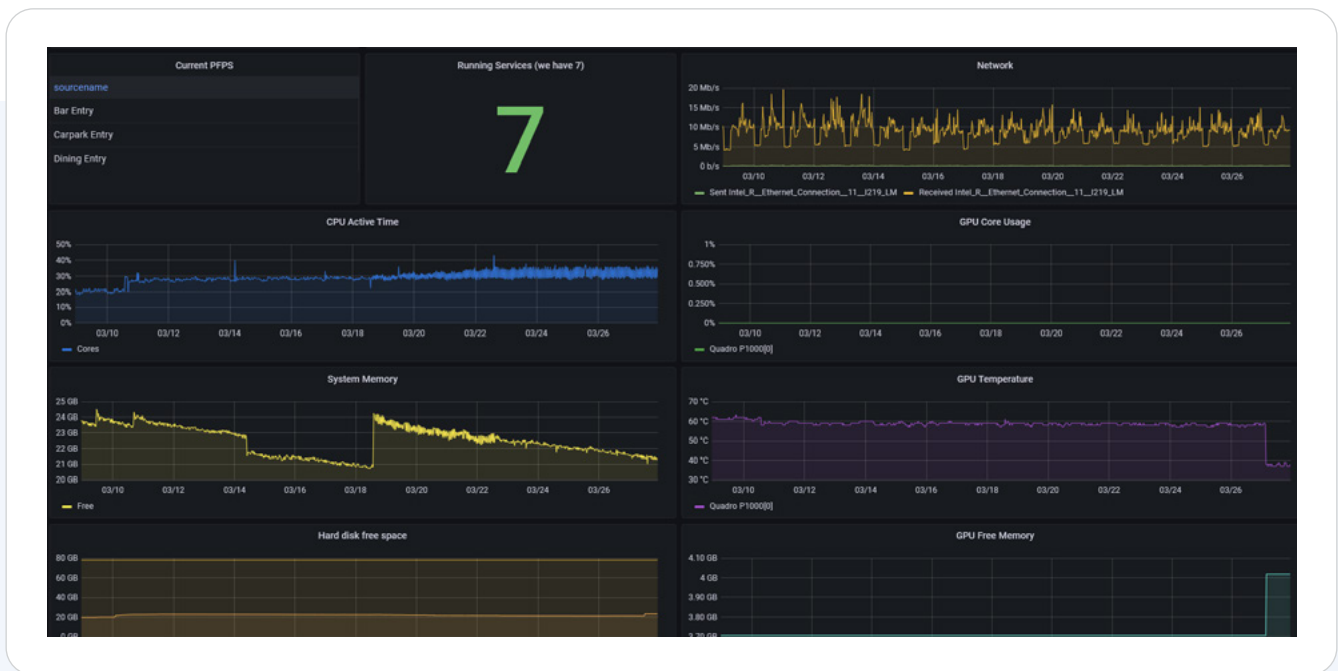
## Get in touch with us

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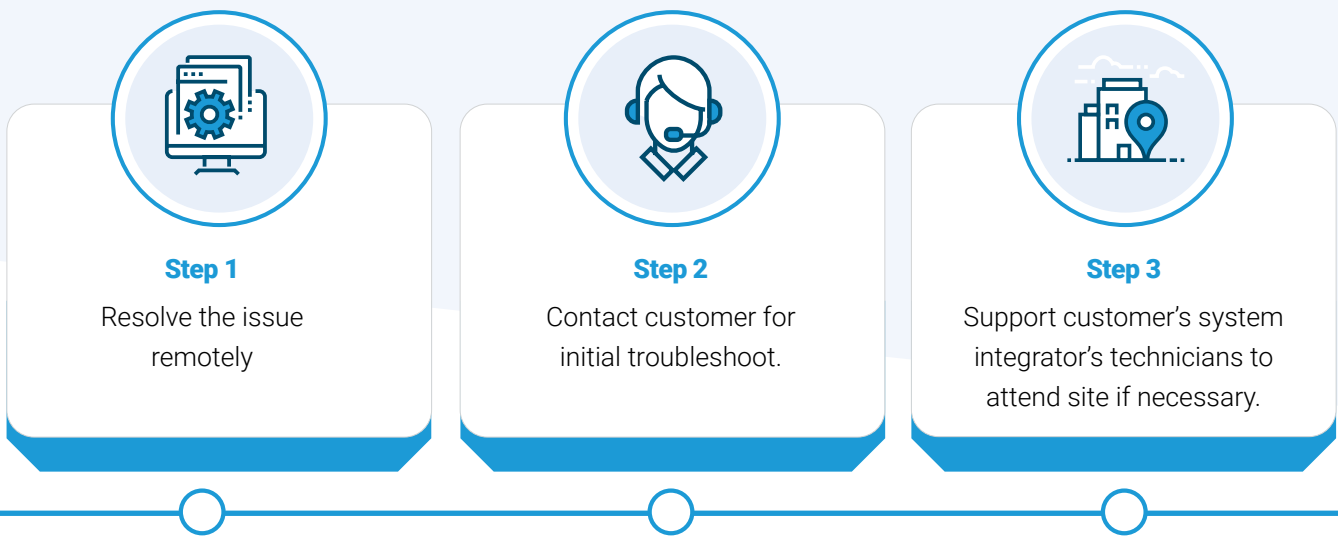


## Sample Imagus Remote Monitoring dashboard screen.



## How does Vix Vizion engage to fix issues?

As soon as any of the metrics mentioned above shows any problems, our technical support team will be notified. An internal support ticket will be raised and our technical team will work to resolve the issue and inform our customer.



### Benefits

Vix Vizion's Remote Monitoring Service provides customers with assurance that their Imagus Video Analytics and Facial Recognition System is operating correctly at all times. This saves time and money and helps ensure that the Imagus System is meeting the desired outcomes required by our customer.

### Privacy

This service does not give Vix Vizion access to customer video, images or data.

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