Eagle Eye Application Note - AN045

Eagle Eye Cloud VMS Subscriptions Explained

2024-10-23   Revision 2.0

Target Audience

This Application Note is to help Eagle Eye Networks' resellers understand the different Eagle Eye Cloud Video Management System (VMS) camera subscriptions, how to identify them on the price list, and to provide an explanation of what each camera subscription provides.

Introduction

The Eagle Eye Cloud VMS is delivered via Eagle Eye subscription plans. An Eagle Eye Bridge or CMVR is required for most installations. For smaller installs with 6 or fewer cameras and robust bandwidth, cameras can be added in a standalone manner via Camera Direct. All subscriptions are priced per camera and can be purchased as a monthly, yearly, or 3-year/5-year basis, however, charges are deducted monthly from the credit amount on the account for yearly and multi-year subscriptions. This is outlined monthly on your billing invoice/statement. The price and part number vary based upon desired camera resolution and the retention period. There are no additional charges for the use of the Cloud VMS or Eagle Eye Viewer App as they are included as part of your camera subscription.

Categorizations of Camera Resolutions

The camera resolutions are categorized as follows:
- **M10:** Local recording or live viewing up to the supported camera resolution. No cloud storage.*
- **PR1:** Camera with preview stream cloud recording only. The High Resolution video stream will be recorded on-premise only (340 x 280) or (640 x 360).
- **SD1:** IP or Analog cameras NTSC or PAL up 0.6MP (640 X480).
- **HD1:** Up to 1MP (1280 x 720) IP cameras cloud storage.
- **HD2:** Up to 2MP (1920 x 1080) IP cameras cloud storage.
- **HD3:** Up to 3MP (2048 x 1536) IP cameras cloud storage.
- **HD4:** Up to 4MP (2688 x 1520) IP cameras cloud storage.
- **HD5:** Up to 5MP (2592 x 1944) IP cameras cloud storage.

- **HD10:** Over 5MP up to 10MP.
  - 6MP (3072 x 2048) IP cameras.
  - 8MP/4K (3840 x 2160) IP cameras.
  - 10MP (3648 x 2752) IP cameras.
- **HD15:** Over 10MP.

Cloud Retention Period Options

Eagle Eye Networks offers the following options for cloud retention periods:
- **D7:** 2, 3, 5, or 7 days
- **D14:** 14 days
- **D30:** 28, 30, or 31 days
- **D60:** 60 days
- **D180:** 180 days
- **D365:** 1 year
- **D730:** 2 years
- **D1095:** 3 years
- **D1825:** 5 years

Eagle Eye Networks also offers an **M10** subscription which refers to a 'no cloud retention option', which is often used in conjunction with the Eagle Eye **Cloud Managed Video Recorders (CMVRs)**. The CMVR can record and store video locally to the maximum of its storage space. You can record locally on the CMVR and also record to the cloud. Note however, that if choosing to record locally as well as in the cloud that only one resolution option is possible. For example, you cannot record locally at 5MP and then record to the cloud at 1MP. They have to match.

The M10 subscription also includes an optional one day cloud retention for the preview stream. The PR1 subscriptions store the preview stream in the cloud for a specified period of time for faster user interface response.

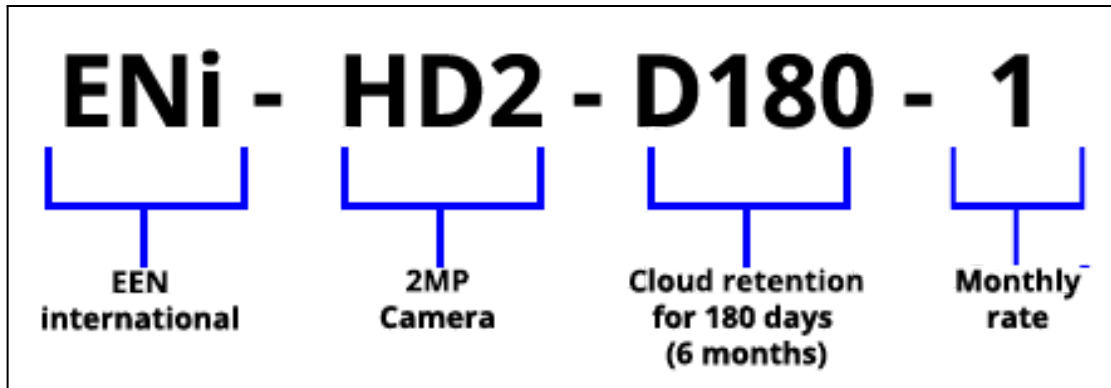## How to Identify a Camera Subscription on the Price List

To identify camera subscriptions on the price list, refer to the section titled, Eagle Eye VMS Camera Subscriptions (per camera channel). Look for details specifying camera resolution options, retention days, and whether the pricing is listed on a monthly, yearly or 3/5 year basis.

The Camera Subscription Part Numbers are formatted as below:
- **Company reference:**
  - **EN**: refers to **E**agle Eye **N**etworks (North America)
  - **ENi**: refers to **E**agle Eye **N**etworks **i**nternational (outside North America)
- **Camera resolution:** refers to the resolution categories mentioned above.
- **Retention days:** refers to the retention period categories mentioned above.
- **Monthly/Yearly rate:**
  - **1 (month)**: Monthly subscription
  - **12 (months)**: Yearly subscription
  - **36 (months)**: 3-year subscription

- **60 (months)**: 5-year subscription

By knowing how the SKU is structure, you will be able to interpret it as shown in the example below:

Camera Subscription References

To make things easier, a fast way to refer to an Eagle Eye VMS Camera subscription is by combining the camera resolution with its selected retention period. Check the following examples:
- **HD1-D7**: A 1MP camera with seven days of cloud retention.
- **HD10-D14**: A camera between 6 and 10MP (including 4k) with 14 days of cloud retention.
- **HD2-D30**: A 2MP camera with 30 days (1 month) of cloud retention.
- **SD1-D90**: An analog or VGA camera with 90 days (3 months) of cloud retention.
- **HD1-D365**: A 1MP camera with 365 days (1 year) of cloud retention.
- **M10**: A local retention and cloud management subscription (available for CMVRs and Bridges for live viewing only).
- **PR1-D30**: Cloud Recording camera's preview stream with 30 days retention.

The options below include the subscription period length as the suffix:
- **HD1-D30-12**: A 1MP camera with 30 days of retention billed every 12 months (1 year).
- **HD4-D14-36**: A 4MP camera with 14 days of retention billed every 36 months (3 years).
- **HD10-D7-60**: A 10MP camera with 7 days of retention billed every 60 months (5 years).

Additional Subscription Options

In addition to base Cloud VMS Camera subscriptions, there are a number of additional Eagle Eye Networks subscriptions that can be added to benefit you and/or your end customers. See below for a brief summary of each and if you'd like to learn more, please contact your sales representative.

Eagle Eye Editions
- Three Editions are available to align the Eagle Eye Cloud VMS with your organization's size and surveillance needs: Standard, Professional and Enterprise. Customers using the Cloud VMS default to the Standard Edition.

- Professional and Enterprise Editions bring advanced features like SSO, CLI (Command Line Interface), Smart Layouts, Floor Plans and Locations (Sites), Notifications, etc. to better suit large and enterprise operations.

To learn more, read the Application Note, [AN043 Eagle Eye Cloud VMS Editions Explained in Detail](#) or contact your sales representative to discuss further.

Eagle Eye Extended Warranty and Rapid Replacement
- Add this subscription to Eagle Eye Networks hardware products you purchase to protect your investment and reduce unexpected future costs due to hardware failures out of warranty (Bridges/CMVRs, Cameras, Switches).
- Includes free shipping and handling, expedited overnight delivery (regional exceptions apply), and on-demand hardware upgrades every 6 years.

To learn more, contact your sales representative to discuss further.

Eagle Eye License Plate Recognition (LPR) and Vehicle Surveillance Package (VSP)
- High accuracy, AI-powered license plate technology that supports third-party and Eagle Eye Networks cameras.
- Applications include, access control, parking automation, parking payment and enforcement, fleet tracking, service automation, and more.

To learn more, you view our website at https://www.een.com/product/license-plate-recognition/; https://www.een.com/product/vehicle-surveillance-package/, or contact your sales representative to discuss further.

Eagle Eye Complete
- Hardware product offerings that are sold as an OpEx purchase instead of CapEx.
- Pay a nominal setup fee instead of the full amount of the hardware reducing the initial purchase order amount.
    - Includes Lifetime Repair & Replace, access to the Eagle Eye VMS, and the HDX-D60 and PRX-D30 Subscriptions eligibility
- Options exist for Camera Direct, Bridges & CMVRs, and Eagle Eye Cabinet Systems.

To learn more, visit https://www.een.com/product/complete/, or contact your sales representative to discuss further.

Eagle Eye Cloud VMS Camera and AI Analytics
- Eagle Eye Networks offers an array of analytic tools with the Eagle Eye Cloud VMS–providing real-time monitoring, detecting objects, people and movement as things are captured in the camera, this can help business owners or security personnel react quickly to unwanted incidents. The below mentioned analytics are included in all the Editions of the Eagle Eye Cloud VMS:
    - Loitering
    - Line Crossing
    - Camera Tampering
    - Intrusion Detection
    - Object Counting

To learn more, you can review our website at https://www.een.com/video-analytics/ or contact your sales representative to discuss further.

2-Way Audio
- Communicate bi-directionally with remote locations through the Eagle Eye Cloud VMS or mobile app from anywhere.
- Associate IP Speakers and/or horns to cameras and effectively deter threats and/or communicate proactively. 2-Way Audio is a perfect way to address situations you were notified about through AI-detected Analytics.

To learn more, you can review our website at https://www.een.com/2-way-audio/ or contact your sales representative to discuss further.