



Eagle Eye Health Monitoring Service Data Sheet

KEY SERVICES



Device and system monitoring

Verifies bridges, CMVRs, cameras, and switches are all working properly.



Image quality monitoring

Detects issues caused by abuse, tampering, weather damage, or dirty lenses.



Retention policy verification

Validates that cameras are configured to record, actively recording, and retention settings comply with your policies.



Remote troubleshooting and escalation

Troubleshoots and resolves issues remotely whenever possible. If the issue requires onsite action, Eagle Eye will inform you promptly.

Maximize security for confident operations.

Security depends on consistent surveillance system performance; however, challenges such as device outages, network failures, camera tampering, and camera malfunctions can compromise security.

The Eagle Eye Health Monitoring Service (EEHM) maximizes the reliability of your surveillance infrastructure by identifying and resolving any issues. With human and automated AI-powered issue detection and proactive resolutions, EEHM minimizes disruptions and maximizes security.

Built to accommodate any size security system, Eagle Eye will verify the proper operation of your cameras and establish a baseline reference to use. The Eagle Eye team will then continue to monitor your cameras against that baseline and take action to remedy any issues that arise.

Benefits



Peace of mind

Get automated issue detection and remote troubleshooting.



Compliance

Ensure your cameras are configured to meet your retention and verification guidelines.



Lower costs

Reduce unnecessary site visits with Eagle Eye Remote Assist.

Available in two service levels

EEHM

- AI-powered and staff-assisted issue detection
- Proactive monitoring and automated troubleshooting
- Remote verification of device and system health

EEHM+

All the standard features plus:

- Dedicated hardware gateway for remote power cycling and system resets
- Enhanced remote troubleshooting to reduce the need for on-site interventions

Eagle Eye Part Numbers

EN-HMN-001-0	Eagle Eye Health Monitoring (each location) Setup	EN-HMN-002-0	Eagle Eye Health Monitoring+ (each location) Setup
EN-HMN-001-12	Eagle Eye Health Monitoring (per device, entire location) Yearly	EN-HMN-002-12	Eagle Eye Health Monitoring+ (per device, entire location) Yearly
EN-HMN-001-36	Eagle Eye Health Monitoring (per device, entire location) 3Yearly	EN-HMN-002-36	Eagle Eye Health Monitoring+ (per device, entire location) 3Yearly
EN-HMN-001-60	Eagle Eye Health Monitoring (per device, entire location) 5Yearly	EN-HMN-002-60	Eagle Eye Health Monitoring+ (per device, entire location) 5Yearly

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