



Video Conferencing and UC&C Monitoring

Imagine the Unimaginable

vCare is the only monitoring tool that eliminates hours of futile troubleshooting work for Zoom, Poly, Cisco, Jabra, Logitech, as well as IoT and USB attached devices in your collaboration and AV rooms, both on-premise and remote. No need for a dedicated server nor infrastructure.

vCare goes deeper with incredible real-time alerts on dozens of parameters, from call disconnect reasons to temperature and battery life remaining on a codec. Combine this with network performance, IoT device health, and QoS during a call and you'll be armed with critical fault information so that you'll never be needlessly rebooting devices that are not the issue. We cover practically all the Poly and Cisco line of codecs in our dashboard, all without the need of dedicated servers or infrastructure.



When it comes to Zoom and Teams rooms, we offer incredibly deep insights and AI-driven actions to even rectify issues before they reach your desk.

- Our Exclusive Zoom and Teams Plugin Self-Heal feature detects and recovers the system from software malfunctions
- Failover to other cameras and speakers in the event of a non-responsive device during a call
- Auto Preset defaults back to preset devices in case of unintentional device selections, a big-time saver for IT
- Enablement of Jabra-Panacast People Count
- Remote Hardware Reboot quickly to mitigate problems
- Spend less, get more with the vCare monitoring, it's the only application that IT professionals trust to monitor their UC and video conferencing systems. Say goodbye to the stress, burnout, and redundancy in IT.

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vCare Service Features

	vCare	vCare			
Setup and Management	Solution cost	\$\$	Essential Device Monitoring	Realtime monitoring	✓
	App based installation	✓		Live video device performance	✓
	Cloud UI setup	✓		Video device - on call status	✓
	Cloud UI Management	✓		Call disconnect/failed reason	✓
	UC infrastructure required	⊘		Call quality QoS details	✓
	Direct communication to video device	✓		Scheduled meeting calendar view	✓
	API based monitoring platform	✓		Camera disconnect insight	✓
	Simple setup	✓		Microphone disconnect insight	✓
Cloud Service Monitoring	Cloud to cloud direct monitoring	✓	Advanced Device Monitoring	Remote system reboot	✓
	Live room & user performance	✓		Network quality alerts	✓
	Live call status	✓		Gatekeeper registration	✓
	Call history	✓		Call history	✓
	Participant list with QoS performance	✓		Remote system wake	✓
	Mic, speaker, camera disconnect alerts	✓		Proactive site-to-site QoS testing tool	✓
	Adjustable QoS alerts	✓		Adjustable QoS alerts	✓
	Scheduled meeting calendar view	✓		Detailed list view of performance	✓
	Detailed list view of performance	✓		Reports and analytics	✓
Security	One port for all outbound data (443)	✓	Additional	Slack integration	✓
	All data communication encrypted (SSL)	✓		Email to ticket alerts	✓
	Full data backup	✓		MSP multi tenant view	✓
	GDPR compliant	✓		MSP branding	✓
	Inbound firewall/VPN into client netwo	⊘		MSP custom data collection App	✓



“vCare delivers a single view of multiple hardware vendors and cloud services. Not toggling between multiple dashboards and complex tools is truly a game changer.” said Dave Van Kanegan, executive IT leader and strategist at US Foods



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Monitoring for zoomrooms

Simple. Powerful. Self-service.

AVOID UNNECESSARY SITE VISITS, OFFER A SELF-SERVICE MONITORING SOLUTION, AND GO BEYOND SIMPLE API REPORTING.



Zoom API's with V1 Collector*

Standard features:

- Online status
- Live call stats
- Available status
- Scheduled meeting
- Network performance
- Live participants list
- Mic/Camera name
- Utilization for the month
- Call recordings for the month
- View data collector status
- View client access level
- Remote support access
- Offer a self-service solution
- IoT device monitoring

*Requires Zoom API and the VCare Collector. Collector to be downloaded to PC/NUC/Windows device (one per location).

**Requires the VCare zoom room plugin, download to PC/NUC/Windows device (one per zoom room).

Zoom API integration with V1 Plugin**

Enhanced plugin features:

- Online status
- Live call stats
- Available status
- Scheduled meeting
- Network performance
- Live participants list
- Mic/Camera name
- Utilization for the month
- Call recordings for the month
- View data collector status
- View client access level
- Remote support access
- Offer a self-service solution
- IoT device monitoring
- Self-healing (connected devices)
- Self-healing (auto recover zoom app)
- Room presets restoration
- USB device monitoring
- Cam/Mic/Speaker backup failover
- Cam/Mic/Speaker selection
- Volume control
- Logitech Sync integration
- Jabra-Panacast people count

Monitoring for **zoom** users*

Simple. Powerful. Actionable.

SUPPORT USERS QUICKLY, AVOID UNNECESSARY ESCALATIONS.
GAIN ACTIONABLE INSIGHT TO GO BEYOND SIMPLE API ALERTS.



Zoom API's Integration**

Standard features:

- Call status
- Live call statistics
- Scheduled meetings (24 hrs.)
- Live call participants list (User initiated calls)
- Live call participants QoS (User initiated calls)
- Connected device list (Mic/Camera, speaker)
- 30-day utilization list
- Call recordings for the month
- Alert notifications
- Customizable network alerts
- 30-day incident history

**Requires Zoom API.

***Requires Zoom API and vCare zoom desktop client, download to PC/Windows device (one per desktop room).

Zoom API integration with V1 desktop client***

Enhanced plugin features:

- Call status
- Live call statistics
- Scheduled meetings (24 hrs.)
- Live call participants list (User initiated calls)
- Live call participants QoS (User initiated calls)
- Connected device list (Mic/Camera, speaker)
- 30-day utilization list
- Call recordings for the month
- Alert notifications
- Customizable network alerts
- 30-day incident history
- Desktop health (cpu, mem, disk)
- Network path detection (See the path a call is taking/network) performance.
- Remote relaunch meeting app
- Remote heal malfunctioning device (mic, speaker, camera)
- Remote reboot desktop
- Logitech Sync integration
- Jabra-Panacast people count

Managed Service Provider features

Easy setup. Generate revenue. Reduce cost.

AVOID UNNECESSARY SITE VISITS, OFFER A SELF-SERVICE MONITORING SOLUTION, OR PROVIDE A MANAGED SERVICE TO GENERATE MORE REVENUE.

Integrator

Current integrator features:

- Provision new clients
- Set up trial accounts
- Set up service start/end terms
- Enable/Disable client dashboard
- View trial reports
- View subscriptions reports
- View inactive reports
- Access a global dashboard view
- View data collector status
- View client access level
- Remote support access
- Offer a self-service solution

MSP

Current MSP features:

- Provision new clients
- Set up trial accounts
- Set up service start/end terms
- Enable/Disable client dashboard
- View trial reports
- View subscriptions reports
- View inactive reports
- Access a global dashboard view
- View data collector status
- View client access level
- Remote support access
- Offer a self-service solution
- Custom integration options
- Custom development options



vCare, Your Way

Cloud to On-Prem.

WE UNDERSTAND THAT ONE SIZE DON'T FIT ALL, THAT'S WHY vCARE IS ABLE TO DELIVER MONITORING SERVICES THAT FIT YOUR NEED S.



CLOUD: vCare cloud services can quickly be provisioned with our self-service offering. It is simple to set up and offers great flexibility to companies of all sizes. This is the most popular choice for IT professionals looking for a solution that is affordable and requires minimal technical experience.



GOV-CLOUD: For environments requiring stricter access to cloud resources, we recommend vCare Gov-Cloud. vCare Gov-Cloud allows all monitoring services to connect to our Gov-Cloud instance to meet the needs of organizations that support government clients.



ON-PREM: For environments requiring zero cloud access, we recommend vCare On-Prem. An On-Premises installation of vCare allows all monitoring services to remain on the clients' internal private network and requires zero cloud access.

Managed Service Providers with secure access to the clients' network can fully support alerts and events. The On-Prem solution is intended to serve the needs of government and highly sensitive organizations.



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