



**How did vCare win the 2019 Excellence in Innovation Award?**

**It's a numbers game.**

- 0 number of reports needed to identify down or failing systems and endpoints
- 5 number of tools a vCare user no longer needs to reference
- 15 minutes, the amount of time from vCare app download to installation
- 19 hours that tech support no longer needs to spend monthly on a problem video room
- 20 plus performance data points that are invisible to SNMP tool users
- 66% of conference room incidents that are unreported or unknown
- 90% less time vCare users spend troubleshooting
- 99% the reduction in MTTR



**Solution Brief**

# If You Don't Know vCare, You Don't Know What You're Missing.

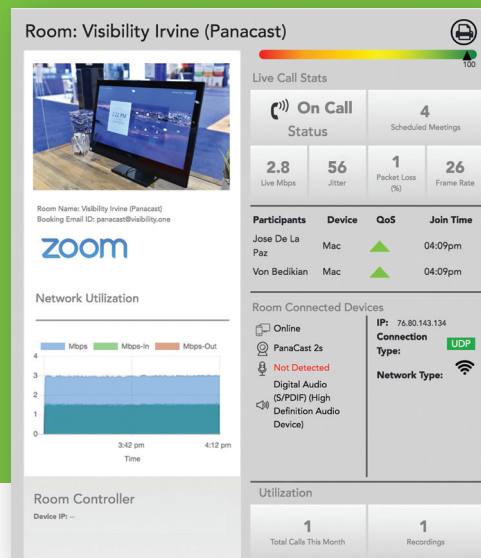
Video conferencing is ubiquitous in enterprises, conference and huddle rooms around the globe. As adoption increases, so has the complexity for IT teams.

The problem isn't just the tsunami of data generated by this ecosystem. The real problem is that most monitoring tools address a fraction of the issues that cause system, device or network malfunction, and only identify problems via information gathered by SNMP.

Vcare's non-reliance on SNMP creates a whole new, and much deeper, diagnostic approach and a centralized, single view of VC/UCC systems. Without it, video conferencing and IT managers are at best at an extreme disadvantage, or worst, set up for failure.

**Pinpoint  
20+ More Issues  
Than Any  
Other VC Tool**

Excellence in Product Innovation award-winner vCare is revolutionizing video conference system monitoring by delivering far more in-depth insights and performance indicators than any SNMP monitoring tool. Going far beyond SNMP monitoring, vCare identifies and diagnoses issues across multiple vendors and cloud services in more than 20 network and system vital factors.





Interestingly, 40% of conferencing issues are detected and reported by end users, not by IT.



## Go Beyond SNMP

No other solution gives you deeper, more actionable insights into devices, applications, the network, and the OS environment.

- ✓ Camera disconnect insight
- ✓ Network quality alerts
- ✓ Trend reports
- ✓ Microphone disconnect insight
- ✓ Calendar schedule view
- ✓ Remote reboot
- ✓ Lifetime device usage
- ✓ Live device health status
- ✓ Current call status
- ✓ System battery health
- ✓ Sleep mode indication
- ✓ Incident alerts and reports
- ✓ Gatekeeper registration details
- ✓ Call failure diagnoses
- ✓ Call quality QoS
- ✓ Network utilization
- ✓ Asset inventory report
- ✓ Previous 30-day meeting status
- ✓ Lifetime device failures
- ✓ System temperature alert
- ✓ License enablement
- ✓ Call history
- ✓ Remote wake-up
- ✓ Call attendant quality
- ✓ VIP user priority
- ✓ License enablement
- ✓ Ad hoc vs scheduled meeting log
- ✓ VIP user tracking
- ✓ Last call disconnect reason in plain English

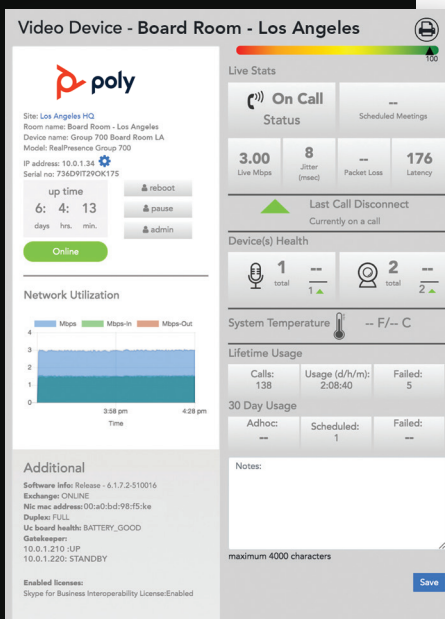


## Cut IT Support Time by 90%

Take UCC troubleshooting to another level. vCare reduces IT troubleshooting time by up to 90%. Our patented business intelligence makes it easy to monitor and manage the network, video system components, endpoints, cloud users and huddle rooms.

- Instantly pinpoint and fix problems that affect user experience
- Eliminate toggling between dashboards and complicated tools
- Receive real-time notifications and alerts
- Track and give VIP users white glove treatment
- Gain a granular view of the entire system

By arming IT with knowledge, your teams can anticipate and resolve device issues before users are impacted. Whether the board room mic is unplugged, or the onboard battery of your codec dies, anyone can pinpoint an issue before the conference call fails.



**Video Device - Board Room - Los Angeles**

**poly**

Site: Los Angeles HQ  
 Room name: Board Room - Los Angeles  
 Device name: Group 700 Board Room LA  
 Model: RealPresence Group 700  
 IP address: 10.0.1.24  
 Serial no: 734DR120K175

up time: 6: 4: 13  
 days hrs. min.

reboot pause admin

**Online**

**Network Utilization**

Mbps Mbps-In Mbps-Out

Time: 3:58 pm 4:28 pm

**Additional**

Software info: Release - 6.1.7.2-510016  
 Exchange: ONLINE  
 Nic mac address: 00:a0:b0:98:15:5e  
 Displayed FQDN:  
 Us board health: BATTERY\_GOOD  
 Gatekeeper:  
 10.0.1.210: SIP  
 10.0.1.220: STANDBY

Enabled licenses:  
 Signle for Business Interoperability License: Enabled

**Live Stats**

**On Call Status**

3.00 Live Mbps, 8 Jitter (ms), 176 Packet Loss

**Last Call Disconnect**  
 Currently on a call

**Device(s) Health**

1 total, 2 total

**System Temperature**  
 -- F/-- C

**Lifetime Usage**

Calls: 138, Usage (d/h/m): 2:08:40, Failed: 5

**30 Day Usage**

Adhoc: --, Scheduled: 1, Failed: --

Notes:  
 maximum 4000 characters

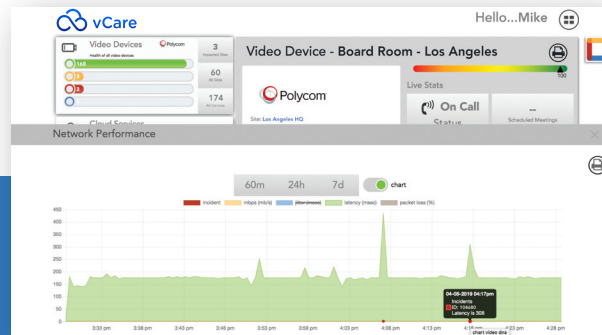
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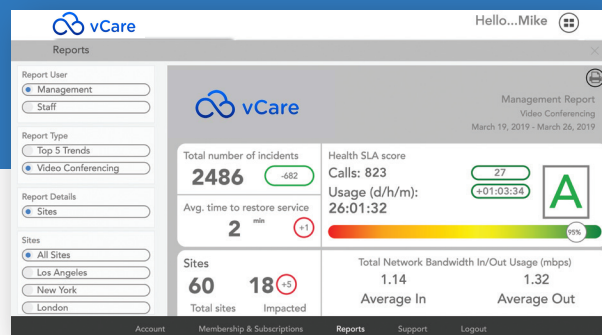
## Diagnose Polycom Group Series & Cisco Codec Systems With a Single Tool

Efficiently manage rooms and user across multiple cloud providers. Seamless integration provides details of the room, user and participant performance from Polycom Group Series and Cisco codec systems.

- Reduce the number of monitoring tools you reference from an average of 5 to 1
- Go beyond SNMP tool capabilities to gain 360° visibility and remediation options
- Reduce MTTR by 99%
- Eliminate fire drills with proactive system monitoring



- Live health status of the device
- Distinguish between scheduled and ad hoc meetings
- Incident alerts and reports
- Reason for call failed in plain English
- 24-hour view of upcoming scheduled meetings
- Network utilization
- Network quality alerts (jitter, packet loss, latency)
- Call quality (QoS) between sites
- Cameras disconnected notification
- Microphone disconnected notification
- Lifetime device usage
- Lifetime device failures
- Previous 30-day meeting status
- Codec software release information
- Gatekeeper registration details
- Device MAC address
- Device serial number
- Asset inventory reporting
- Trend reporting



“There are too many dashboards with too many data points that have little to do with what the user is trying to accomplish.”  
- Jobscience Feb. 2018

**Within 15 minutes** of downloading the vCare Windows App, you can monitor all of your video devices, users, VIPs, rooms and sites from the intuitive UI. vCare delivers actionable insights such as:

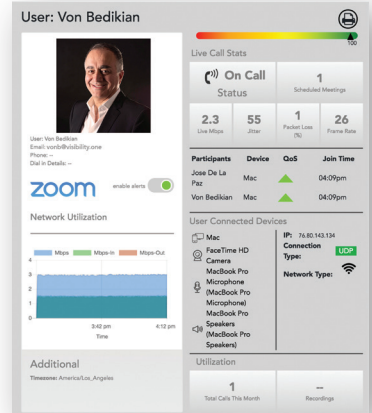


"vCare delivers a single view of multiple hardware vendors and cloud services. Not toggling between multiple dashboards and complex tools is truly a game changer," says Dave Van Kanegan, executive IT leader and strategist at US Foods



## Monitor Cloud, Huddle, Zoom & BlueJeans Rooms and Users

Efficiently manage rooms and user across multiple cloud solution providers like Zoom and BlueJeans. With Zoom and BlueJeans Cloud Monitoring now integrated with the vCare interface, you can monitor those rooms, their components, easily track VIPs and the overall user experience. vCare dives deep into the health of the devices and the quality of service on each call including jitter, packet loss, frame rate, and live Mbps. Rather than opening Zoom and BlueJeans dashboards or iPad monitoring tools, the vCare dashboard centralizes the data, and sends you alerts, so you are not left guessing about what's really going on.



Take the vCare Challenge Today!

Why wait? Download the vCare app now and start your free trial so you can experience the only solution that makes previously invisible events in Cisco, Polycom, BlueJeans and Zoom rooms clearly visible.

We're so confident vCare will make life easier that we're willing to prove it. Just:

- Download the **vCare Windows app** and install
- Use vCare on your toughest collaboration rooms
- Run and assess, contrast and compare vCare vs. other tools for one week
- See how fast and easy it is to pinpoint problems, culprits or identify saboteurs
- Sit back and enjoy a \$25.00 Starbucks gift card on us\*

Download the Free Trial

Watch the Product Demo

<https://www.vcareanz.com>

<https://www.vcareanz.com>

Contact us at [info@vCare.com](mailto:info@vCare.com)



\*limited to quantities on hand