

SMART Services



SMART Proactive Monitoring for the **SMART Room System™ for Microsoft® Lync®**

Designed
specifically for the
**SMART Room
System**

Gain visibility into the health and operations of your systems

Proactive Monitoring is a cloud-based service that tracks the usage, health and quality of your system, 24 hours a day, 7 days a week. The installation is simple, the information is secure and reports are specific, allowing you to drive deployment decisions. If an issue arises, a notification email will be sent immediately, allowing troubleshooting to begin to minimize downtime.

Includes SMART Usage Reporting for the SMART Room System™ for Microsoft® Lync®

Inspired Collaboration™ | **SMART®**

Easy to maintain

By purchasing an annual subscription, you'll receive access to a secure online portal, where you can view the Proactive Monitoring dashboard that:

- ✓ Reports proper functioning and operation
- ✓ Provides information on video, voice and data service quality
- ✓ Sends proactive email alerts identifying specific SMART Room System incidents
- ✓ Allows for immediate troubleshooting reducing downtime

Manage & Maintain



4 steps in Proactive Monitoring

1. Order	Purchase subscription and create account
2. Installation	Download the aggregator in less than 3 minutes and assign your SMART devices
3. Monitoring	Track the health of SMART Room System components and fine-tune the alert system
4. Alerting	Identifies issues, sends email alert, allows immediate triage and troubleshooting <i>*Alerts indicate time, date and location of the issue</i>

SMART Room's last Sessions Status						
SRS	SRS Status	Audio	Video	Sharing	Last Session Time	NMOS
Irvine SRS R.101	●	●	●	●	12/5/2014 1:52 PM	●
Calgary SRS R.109	●	●	●	●	12/5/2014 10:38 AM	●
Cologne SRS R.101	●	●	●	●	11/30/2014 11:14 PM	●
Calgary SRS R.108	●	●	●	●	11/28/2014 2:28 AM	●
London SRS R.101	●	●	●	●	11/6/2014 12:21 AM	●
Cologne SRS R.102	●	●	●	●	10/9/2014 2:02 AM	●

Sample images of Proactive Monitoring dashboard

“Open Kitchen” approach to Proactive Monitoring

Proactive Monitoring for the SMART Room System is transparent and secure. The data is visible to the user and all personal information is sanitized at the source, providing assurance on data privacy.

The benefits of SMART Proactive Monitoring

- 24/7 visibility of health and usage
- Proactively detects quality issues
- Minimizes downtime
- SMART Room System specific
- Includes SMART Usage Reporting

Authorized reseller:

SMART Technologies

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SMART | Inspired Collaboration™