Perspective VMS Version 2.6.0

Features List

2/24/2016

Perspective VMS™ Features (by Edition)

Limitations	Description	Trial Edition	Command Edition	Express Edition	Standard Edition	Enterprise Edition
Number of Cameras		5	100	10	100	Unlimited
Number of User Accounts		10	Unlimited	Unlimited	Unlimited	Unlimited
Number of Archiving Servers		1	-	1	5	Unlimited

Operating Systems	Description	Trial Edition	Command Edition	Express Edition	Standard Edition	Enterprise Edition
Apple OS X - Client Support	Ability to run on Apple OS X machines	✓	✓	✓	✓	✓
Windows 2008 Server - Client Support	Ability for Perspective VMS to operate as a client on Windows 2008 Server	✓	✓	✓	✓	✓
Windows 2008 Server - Server Support	Ability for Perspective VMS Server application to operate on Windows 2008 Server	✓	✓	✓	✓	✓
Windows 2012 Server - Client Support	Ability for Perspective VMS to operate as a client on Windows 2008 Server	✓	✓	✓	✓	✓
Windows 2012 Server - Server Support	Ability for Perspective VMS Server application to operate on Windows 2008 Server	✓	✓	✓	✓	✓
Windows 7 - Client Support	Ability for Perspective VMS to operate as a client on Windows 7 (Home and Professional)	✓	✓	✓	✓	✓
Windows 7 Server - Server Support	Ability for Perspective VMS Server application to operate on Windows 7 (Home and Professional)	✓	✓	✓	✓	✓
Windows 8.1 - Client Support	Ability for Perspective VMS to operate as a client on Windows 8.1	✓	✓	✓	✓	✓
Windows 8.1 - Server Support	Ability for Perspective VMS Server application to operate on Windows 8.1	✓	✓	✓	✓	✓
Windows 10 - Client Support	Ability for Perspective VMS to operate as a client on Windows 10	✓	✓	✓	✓	✓
Windows 10 - Server Support	Ability for Perspective VMS Server application to operate on Windows 10	✓	✓	✓	✓	✓
VMware vSphere Integration	Ability for the application to be installed and maintained on a VMware instance	-	-	-	✓	✓
Vmware Workstation Integration	Ability for the application to be installed and maintained on a VMware instance	-	-	-	✓	✓
Oracle VirtualBox Integration	Ability for the application to be installed and maintained on an Oracle VirtualBox instance	-	-	-	✓	✓

Databases	Description	Trial Edition	Command Edition	Express Edition	Standard Edition	Enterprise Edition
Automated Database Size Maintenance	An ability to automatically maintain a database size so that it does not exceed 10GB (for SQL Express Version deployments)	✓	✓	✓	✓	✓
SQL Server 2008 Express Integration	Provides the ability to operate and run using Microsoft SQL Server 2008 R2 (Express).	✓	✓	✓	✓	✓
SQL Server 2008 R2 Integration	Provides the ability to operate and run using Microsoft SQL Server 2008 R2.	✓	✓	✓	✓	✓
SQL Server 2012 Express Integration	Provides the ability to operate and run using Microsoft SQL Server 2012 R2 (Express).	✓	✓	✓	✓	✓
SQL Server 2012 Integration	Provides the ability to operate and run using Microsoft SQL Server 2012.	✓	✓	✓	✓	✓
SQL Server 2014 Express Integration	Provides the ability to operate and run using Microsoft SQL Server 2014 (Express).	✓	✓	✓	✓	✓
SQL Server 2014 Integration	Provides the ability to operate and run using Microsoft SQL Server 2014.	✓	✓	✓	✓	✓
SQL Backup / Restore	A feature that would allow for an SQL database backup routine to be initiated and/or scheduled through PVMS	-	-	-	✓	✓

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General Features	Description	Trial Edition	Command Edition	Express Edition	Standard Edition	Enterprise Edition
Application Deployment (Out-of-Browser)	Provides the ability to run as a desktop client without the need of any browser.	✓	✓	✓	✓	✓
Authorized Pass-through Authentication	Ability to generate an authenticated pass-through login credential to access Perspective VMS from 3rd party software or resources without requiring an additonal login.	✓	✓	✓	✓	✓
Authorized User Logon	User generated password protected login for secure and audit-enabled access to the platform.	✓	✓	✓	✓	✓
Cross Browser Interoperability	Provides the ability to run as a Rich Internet Application, smart-client, in Internet explorer, Mozilla Firefox, Google Chrome, Opera, and Apple's Safari browsers.	✓	✓	✓	✓	✓
Drag-and-Drop Support	Perspective VMS offers drag-and-drop functionality throughout modules for efficient navigation and operation.	✓	✓	✓	✓	✓
Global Search	Provides the ability to rapidly search any content with Perspective VMS. From user entered tags or extractions, to multi-view presets, cameras, and Maps.	✓	✓	✓	✓	✓
Install Shield - Installation Wizard	A step-by-step process for installing Perspective VMS (Server) at your site.	✓	✓	✓	✓	✓
PVMS Favicon	The use of a browser icon shall be available to differentiate the application from other web/browser tabs.	✓	✓	✓	✓	✓
PVMS Debugging Webpage	A tool for monitoring active streaming connections within PVMS for troubleshooting and debug purposes.	✓	✓	✓	✓	✓
Silverlight 5 Integration	Integration for Microsoft's Silverlight Version 5	✓	✓	✓	✓	✓
Software License	A software license key allows each site to be configured properly towards the scope of work. The license will determine the instance edition (Standard or Enterprise) as well as enable purchased add-on modules.	✓	✓	✓	✓	✓
Top Navigation Bar	The top navigation bar allows users to quickly jump between modules.	✓	✓	✓	✓	✓
Touch Enabled	Perspective VMS offers full functionality for all touch surfaces and with no hidden menus or right clicks, touch is a great medium for PVMS.	✓	✓	✓	✓	✓

		Trial Edition	Command Edition	Express Edition	Standard Edition	Enterprise Edition
Welcome and Login (Module)	Welcome area with navigation to components and modules within Perspective VMS	✓	✓	✓	✓	✓
DAS Support	Ability to support Direct Attached Storage	✓	-	✓	✓	✓
NAS Support	Ability to support Network Area Storage	✓	-	✓	✓	✓
SAN Support	Ability to support Storage Area Networks	✓	-	✓	✓	✓

Support	Description	Trial Edition	Command Edition	Express Edition	Standard Edition	Enterprise Edition
Custom Logon Script/Message	An ability to create a custom message for users logging into Perspective VMS. This message can be a one-time acceptance by the user, or persistent for each access attempt to the software. The message(s) may be custom tailored for each permission group and multiple messages may be prioritized or ranked for sequential viewing and acknowledgement.	✓	✓	✓	✓	✓
EULA	A one-time acknowledgement of the End-User License Agreement	✓	✓	✓	✓	EULA
PVMS Administrative Log	Ability to view events, transactions, errors from the service in an event log within Microsoft's Administrative Tools	✓	✓	✓	✓	✓
PVMS Archiving Log	Ability to view events, transactions, errors from the service in an event log within Microsoft's Administrative Tools	✓	✓	✓	✓	✓
PVMS Analytics Log	Ability to view events, transactions, errors from the service in an event log within Microsoft's Administrative Tools	✓	✓	✓	✓	✓
PVMS External System Log	Ability to view events, transactions, errors from the service in an event log within Microsoft's Administrative Tools	✓	✓	✓	✓	✓
PVMS Health Monitor Log	Ability to view events, transactions, errors from the service in an event log within Microsoft's Administrative Tools	✓	✓	✓	✓	✓
PVMS Streaming Log	Ability to view events, transactions, errors from the service in an event log within Microsoft's Administrative Tools	✓	✓	✓	✓	✓
PVMS Web Log	Ability to view events, transactions, errors from the service in an event log within Microsoft's Administrative Tools	✓	✓	✓	✓	✓
System Help	Integrated System Help files navigation and operational support of Perspective VMS	✓	✓	✓	✓	✓
Tutorial Videos	Interactive tutorial videos showing brief functional instructions to common operating interfaces.	✓	✓	✓	✓	✓

Language Support	Description	Trial Edition	Command Edition	Express Edition	Standard Edition	Enterprise Edition
Multi-Language Support (Arabic)	Operation in Arabic	✓	✓	✓	✓	✓
Multi-Language Support (English)	Operation in English (US/UK)	✓	✓	✓	✓	✓
Multi-Language Support (Russian)	Operation in Russian	✓	✓	✓	✓	✓
Multi-Language Support (Spanish)	Operation in Spanish	✓	✓	✓	✓	✓

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Map Features	Description	Trial Edition	Command Edition	Express Edition	Standard Edition	Enterprise Edition
Camera Dock (Component)	Allows the user to drag and drop cameras from one or more maps into one common area (the Camera Dock) for viewing.	✓	-	✓	✓	✓
Camera Dock - Rapid Loading	Ability to load all visible cameras from a map to the camera dock	✓	-	✓	✓	✓
Camera Dock - Rapid Map Callup	An ability that allows users to navigate to maps associated to cameras within the dock.	✓	-	✓	✓	✓
Custom Map Layers	Ability to add definable layers to any map. These layers can be hidden or exposed depending on user configuration and preference.	✓	-	✓	✓	✓
Custom Maps	Provides the ability to upload custom generated map files of facilities, grounds, or regions.	✓	-	✓	✓	✓
Dynamic Camera Icons	Icons change state based on status (alarm/alert, service/no service)	✓	-	✓	✓	✓
Map Integration	Ability to add custom or pre-defined map images into Perspective and add dynamic camera icons providing accurate situational awareness for any facility or site.	✓	-	✓	✓	✓
Map Items Group	Provides the ability to globally group items across all maps to be shown as distinct layers that may be toggled on or off.	✓	-	✓	✓	✓
Maps Module (Module)	An interface providing an at-a-glance geographic overview of a site or entire enterprise with the ability to interact with cameras and devices for relative field-of-view. Ideal for real-time situational awareness and to build visual familiarity of the site for users, administrators, first responders, and visiting agencies.	✓	-	✓	✓	✓
Multi-Floor Navigation	Provides the ability to navigate to floors in a building or site location.	✓	-	✓	✓	✓
Multi-Level Mapping	Provides the ability to navigate multiple maps through an intuitive interface with dynamic pan-tilt and zoom on each graphic.	✓	-	✓	✓	✓

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Camera Viewer Features	Description	Trial Edition	Command Edition	Express Edition	Standard Edition	Enterprise Edition
Borderless Multi-View	An ability to view multi-view arrangements without pixel space or borders between containers.	✓	✓	✓	✓	✓
Camera Scan	Adds a default Multi-view sequence of all cameras the user has access to, enabling the user to quickly scan cameras one after another in a one-up configuration.	✓	✓	✓	✓	✓
Camera Viewer Module (Module)	The Camera Viewer module provides live video viewing, enabling you to monitor one or more live Views, create Sequences of Multi-Views, quickly initiate on-demand recording, manipulate Pan-Tilt-Zoom ("PTZ") cameras, and quickly review recently archived vi...	✓	✓	✓	✓	✓
Custom Multi-view Sequence Editor	Provides the ability to create user-defined multi-view sequences. The sequences can rotate on a schedule for automated display of unlimited camera arrangements.	✓	✓	✓	✓	✓
Dynamic Camera View Selector	Allows user to select and switch camera view arrangements through the utilization of a dialogue window consisting of thumbnail icons, devices, lists, or map views.	✓	✓	✓	✓	✓
Dynamic Resolution Multi-View Streaming	Ability for selected cameras with multiple resolution attributes to stream at a size appropriate for larger and smaller container sizes, making streaming more efficient overall.	✓	✓	✓	✓	✓
Fit Window Viewing	Ability for the user to "Fill" or "Fit" the viewing area by not constraining video feeds to maintain defined aspect ratios.	✓	✓	✓	✓	✓
Full Screen Monitoring	Ability to monitor video in full screen mode	✓	✓	✓	✓	✓
Image Snapshot	Provides the ability to take and download a snapshot image from any one or multiple camera view(s).	✓	✓	✓	✓	✓
Informational Camera Header	A header overlay with relevant information and real-time status about the camera.	✓	✓	✓	✓	✓
Live Monitoring	Live video viewing enables you to monitor one or more live Views either via direct streaming or server-side streaming (proxy).	✓	✓	✓	✓	✓
Multiple Aspect Ratio Viewing	Ability for custom defined multiple live streaming camera view arrangements using 4:3 or 16:9 or 16:10 ratios with several pre-defined templates for easy and fast viewing configurations.	✓	✓	✓	✓	✓
Multi-View Monitoring	Ability for custom defined multiple live streaming camera view arrangements with several pre-defined templates for easy and fast viewing configurations.	✓	✓	✓	✓	✓

Feature	Description					
Multi-view Presets	Ability to save a selected camera configuration and view as a preset for quick retrieval.	✓	✓	✓	✓	✓
Out-of-Service Identifier	A capability within the User Interface to annotate cameras that are Out-of-Service for planned / remedy maintenance or pre-staging of future installation cameras to alert the user of a known out-of-service condition.	✓	✓	✓	✓	✓
PTZ Control	Ability to Pan/Tilt/Zoom by using a standard Joystick control, Click to Zoom or Click to Center.	✓	✓	✓	✓	✓
PTZ Control Sphere (Component)	Provides a unique interactive interface tool allowing the user to navigate the field of view of the PTZ camera using a sphere graph.	✓	✓	✓	✓	✓
PTZ Lock	Ability to lock a PTZ in position, preventing another user from moving the PTZ without first over-riding the lock action.	✓	✓	✓	✓	✓
PTZ Presets	Ability to control PTZ cameras and set preset stopping coordinates.	✓	✓	✓	✓	✓
PTZ Sequence Editor (Tour)	Ability to configure PTZ presets into a tour configuration	✓	✓	✓	✓	✓
Virtual PTZ Control	Ability to digitally pan and zoom on any image from any camera view, providing more analysis of an area of interest.	✓	✓	✓	✓	✓
Map Locator	The quick locate function allows the user to find the location of any camera on one (or multiple maps) from within the Camera Viewer. Any map the selected camera is associated with will be displayed in a quick preview window.	✓	-	✓	✓	✓
Bi-Directional Audio	Ability to stream audio out via an on-screen control within the camera overlay of Perspective VMS. The feature utilizes the PC microphone and audio-output on selected cameras.	-	-	-	✓	✓
Live Audio Streaming	Ability to stream live audio back to PVMS	-	-	-	✓	✓
Neighboring Cameras	Provides the ability to associate cameras together in custom multi-view arrangement of a logical group for quick display of "neighbor" cameras or devices.	-	-	-	✓	✓

Archiving Features	Description	Trial Edition	Command Edition	Express Edition	Standard Edition	Enterprise Edition
Archive Module (Module)	Allows users to quickly locate and playback archived video, provides functionality for timeline based archive retrieval, event and archive integration, downloading and sharing archived video and tagging archived information.	✓	-	✓	✓	✓
Archive streaming	Ability to stream recording video from the archive server (data repository) via the streaming server to a client workstation.	✓	-	✓	✓	✓
Archive Timeline Control	Dynamic timeline control for fast searching and visual historical search navigation	✓	-	✓	✓	✓
Downloadable Extracts	Ability to download and view extracts in a standard video player	✓	-	✓	✓	✓
Fast Archive Playback Control	Ability to rewind and control recorded video at upto 64x speeds from the Camera Viewer container of any camera	✓	-	✓	✓	✓
Frame-by-Frame Archive Playback Control	Ability to rewind and control recorded video by frames from the Camera Viewer container of any camera	✓	-	✓	✓	✓
Full Screen Archive Monitoring	Ability to monitor video in full screen mode	✓	-	✓	✓	✓
H.264 Archiving	H.264 protocol for recording/archiving video	✓	-	✓	✓	✓
H.264 Support - Playback	Ability to stream and archive video in H.264 format.	✓	-	✓	✓	✓
Motion-JPEG Support - Playback	Ability to record and archive video in Motion-JPEG format	✓	-	✓	✓	✓
Image Archiving	Ability for snapshot image recording/archiving of video	✓	-	✓	✓	✓
Motion-JPG Archiving	Motion-JPEG image recording/archiving of video	✓	-	✓	✓	✓
MPEG-4 Support - Playback	Ability to record and archive video in MPEG-4 format	✓	-	✓	✓	✓
MPEG Archiving	MPEG protocol for recording/archiving video	✓	-	✓	✓	✓
Open in Archives	Ability to open selected camera from Camera Viewer into Archive Module	✓	-	✓	✓	✓
Private and Public Extracts	Provides the ability to annotate whether an extract can be viewed by other system users or to be maintained as a private event by the owner and administrator.	✓	-	✓	✓	✓
Real-Time Extraction	Ability to live record and extract video with or without motion or external trigger by a simple one-click interface on any camera view.	✓	-	✓	✓	✓
Streaming Archive Player	Ability to playback archived video.	✓	-	✓	✓	✓

Video Extract Player	Ability to play extracted video within Perspective VMS and download for external playback	✓	-	✓	✓	✓
Archive Audio	Ability to record/archive audio synchronized with video.	-	-	-	✓	✓
Multi-Streaming Archive Player	Ability to playback multiple archived video streams simultaneously.	-	-	-	✓	✓
Neighboring Cameras - Archive	Provides the ability while in archive playback mode within the camera viewer module, to associate cameras together in custom multi-view arrangement of a logical group for quick display of "neighbor" cameras or devices.	-	-	-	✓	✓
Time-lapse Extractions	Provides the ability to record video in increments of Frames per Hour(s), thereby allowing for archive viewing or video extractions spanning multiple weeks, months, or even years.	-	-	-	✓	✓
Archive Locking	Provides the user the ability to flag or mark sections of times (or entire days) for exemption from the normal archive deletion routines.	-	-	-	-	✓

Actions/Events Features	Description	Trial Edition	Command Edition	Express Edition	Standard Edition	Enterprise Edition
Audible Alert Notification	User-defined audible alert action upon event notification.	✓	-	✓	✓	✓
Extraction List/View	A customized and filter-ready list view of extracts made.	✓	-	✓	✓	✓
Image Extraction Search	The ability of scanning and searching through multiple image extractions.	✓	-	✓	✓	✓
Motion detection based events	Archived recording on motion events	✓	-	✓	✓	✓
Actions Panel (Component)	A set of collaboration tools and buttons providing the ability to dynamically share messages or views with other system users.	-	-	-	✓	✓
Add Tag	Ability to mark/flag video, cameras, or events for fast search and quantifiable look-up from Camera Viewer	-	-	-	✓	✓
Alert annotations	Ability to track alert acknowledgement by user/date as well as modify event to mark as active for additional follow up. Marked active event transactions are also tracked by user and date.	-	-	-	✓	✓
Expandable Info Panel	An expandable information panel showing events for easy filtering and search by time, date, object, and grouping criteria.	-	-	-	✓	✓
Send Messages	Allows users to send messages within the application, for instant collaboration	-	-	-	✓	✓
Share View	A collaboration tool providing the ability to dynamically share any view the user is currently seeing with any other user.	-	-	-	✓	✓
Share View Info Panel	Component feature for listing and administration of historical shared views	-	-	-	✓	✓
Share View Pop-up Preview	Ability to dynamically share your view from any module to another user in a simple yet collaborative method.	-	-	-	✓	✓
System-based Alerts	Diagnostic alerts on system actions of a camera or service	-	-	-	✓	✓
Tagging	Ability to mark/flag video, cameras, or events for fast search and quantifiable look-up	-	-	-	✓	✓
Visual Camera Status Indication	A visual alert within the events panel, annotating the camera status for quick reference.	-	-	-	✓	✓
Visual Service Status Indication	A visual alert within the events panel, annotating the service status for quick reference.	-	-	-	✓	✓
Behavior Events	Behavior-based event transactions and alerts. Most often used for Video Analytic alarms.	-	-	-	-	✓

Custom Action (Button)	A user-defined button that can be utilized as a trigger for workflow-based actions. The button may be customized by the configuration user in both text and graphic icon. It will appear where assigned by group permissions on the Actions menu of the Side Panel.	-		-		-		-	✓
Import Video from Source	An ability to import video files (.mp4, .mov) from an external source such as a mobile phone, tablet, or web-camera. The imported videos may be associated to a selected device and managed within the archive timeline for comparison against other camera objects during an investigation or search.	-		-		-		-	✓
System Lockdown	An ability to "one-click" lockdown the video surveillance system enabling access for only select users (based on permission assignments)	-		-		-		-	✓

Administrative Features	Description	Trial Edition	Command Edition	Express Edition	Standard Edition	Enterprise Edition
Administration Module (Module)	Intuitive and detailed interface module for configuration and operational management of users, devices, and system parameters.	✓	✓	✓	✓	✓
Camera Collection	Allows for cameras to be grouped together administratively for faster search and call-up in the selection of cameras in the camera viewer or archive modules.	✓	✓	✓	✓	✓
Camera Icon Set	A set of pre-loaded icons for interactive display on any map to represent different types of cameras or devices.	✓	✓	✓	✓	✓
Camera Mass Editing (Bulk Edit)	The ability to bulk edit multiple cameras at once.	✓	✓	✓	✓	✓
Camera Security Authentication	Provides the ability to utilize camera security credentials for viewing and administration.	✓	✓	✓	✓	✓
Camera Status Testing	An ability inside of camera configuration to test the camera stream status.	✓	✓	✓	✓	✓
Camear Timeout Value	Ability to custom define the amount of time when a service recognizes a camera stream as not connected (also known as a Timeout interval).	✓	✓	✓	✓	✓
Configuration Import/Export - Camera Model	An ability to Export and Import custom camera model configurations across different systems of Perspective VMS.	✓	✓	✓	✓	✓
Copy Administration Records	A quick ability for users to copy administration records.	✓	✓	✓	✓	✓
Customizable User Profile	Individual user profile customization options including: Default Layouts, Start-up Preferences, and Language Orientation.	✓	✓	✓	✓	✓
Custom Training URL	Offers users the ability to modify web-based training locations for end-users	✓	✓	✓	✓	✓
Direct camera interface link	Ability to open the camera interface directly from the Camera Setup screen	✓	✓	✓	✓	✓
Display Active User Sessions	Provides status of all users actively logged into Perspective VMS	✓	✓	✓	✓	✓
Distributed Streaming	Ability to stream camera feeds from across a LAN/WAN over multiple subnets in a distributed server architecture.	✓	✓	✓	✓	✓
Extended Tool Tips	Enhanced or detailed tool tips that are provided to the user on hovering over an object or item.	✓	✓	✓	✓	✓
Multi-Channel Camera Models	Ability to configure multi-sensor / multi-channel cameras	✓	✓	✓	✓	✓

Feature	Description					
Multi-login	Provides the ability to allow multiple logins by one user to Perspective VMS. Also allows for this permission to be denied to users/groups.	✓	✓	✓	✓	✓
Multi-View Administration	An ability to define and show/hide both default and custom multi-view arrangements	✓	✓	✓	✓	✓
Open in Administration	Ability to open the camera administration (based on permissions) from the camera overlay	✓	✓	✓	✓	✓
Preferred Default Aspect Ratio	Allows user to select default / preferred aspect ratio for camera (workflows maps)	✓	✓	✓	✓	✓
Printable Settings List	Ability to print the system settings parameters.	✓	✓	✓	✓	✓
Print-ready views	Ability to print configuration views for easy site commissioning and reporting. Includes ability to define which columns and sort should appear in the view.	✓	✓	✓	✓	✓
Server Administration	Provides the ability to define stand alone or distributed servers and administer their respective services from any instance of Perspective VMS.	✓	✓	✓	✓	✓
Services Administration	A configuration area within Perspective VMS to monitor and administer actions performed on PVMS Services such as Start, Stop, and Restart	✓	✓	✓	✓	✓
Universal Camera Model Driver	Perspective VMS allows users to define or setup custom camera model configurations via HTTP or RTSP command strings.	✓	✓	✓	✓	✓
User Default Archive Module Preferences	Allows each user the ability to define default timeline start time and interval.	✓	✓	✓	✓	✓
User Default Map Selection	Provides the user the capability to select their own default map when logging into the Perspective VMS.	✓	✓	✓	✓	✓
User Defined Schedules	A schedule interface tool designed for event/action parameters but that will also customize further the times to record, archive, search for motion or other items.	✓	✓	✓	✓	✓
User Groups	Groups allow multiple users to share the same permissions sets for efficient administration	✓	✓	✓	✓	✓
Archive Management	Monitors archive drive space and manages First-In-First-Out routine.	✓	-	✓	✓	✓
Archive Stores	Archive Stores provide the ability to dynamically store archived video across one or multiple drive volumes.	✓	-	✓	✓	✓

Feature	Description					
Archive Threshold Control	An ability that allows a user to determine the condition to remove archives (number of target days achieved or based on drive space only).	✓	-	✓	✓	✓
Custom MJPEG Archive Settings	Provides the ability in configuration to customize Frames Per Second (FPS), Motion Sensitivity, and Overlay controls for any custom camera.	✓	-	✓	✓	✓
Custom Video (H.264/MPEG4) Settings	Provides the ability in configuration to customize Frames Per Second (FPS), and Overlay controls for any custom camera.	✓	-	✓	✓	✓
Custom Video (Image) Archive Settings	Provides the ability in configuration to customize Frames Per Second (FPS), and Overlay controls for any custom camera.	✓	-	✓	✓	✓
Custom Motion Sensitivity	Ability to adjust the motion sensitivity is the amount of change in percent between two concurrent frames.	✓	-	✓	✓	✓
Map Layout Designer (Keyboard Controls)	Ability to utilize keyboard shortcuts to position cameras (fine-tune) on a map	✓	-	✓	✓	✓
Map Layout Designer (Module)	An intuitive drag-and-drop interface module for layout and design adjustments to map files including desired zoom parameters and optional layer and device placement options.	✓	-	✓	✓	✓
Snapshot Preview	Provides a snapshot preview (or live stream) of the camera as it's being placed into the map	✓	-	✓	✓	✓
Custom Icons	Offers users the ability to upload custom icons for use in the map layout design.	-	-	-	✓	✓
Last Login Report	Provides administrators with at-a-glance "last-login" reporting and audit of users who have logged into Perspective.	-	-	-	✓	✓
Pre-defined Acknowledge Responses	Ability to set pre-defined responses to alarm/alert acknowledgements.	-	-	-	✓	✓
Unlimited Archive Settings	Provides the ability in configuration to customize Frames Per Second (FPS), Motion Sensitivity, and Overlay controls for any custom camera.	-	-	-	✓	✓
Action Button Trigger	The ability to initiate/trigger a programmable action (via workflow routine) based on an action button.	-	-	-	-	✓
Automatic Event Purging	The ability to schedule and purge image snapshots of past events from the database at a desired number of days.	-	-	-	-	✓

Feature	Description					
Automated Real-Time Extraction	An ability for PVMS to automate a manual recording (Real-Time Extraction) for a period of defined time based upon a triggered event as part of a workflow.	-	-	-	-	✓
Conditions Setup - GUI	Ability to define scheduling conditions for enabling a workflow which consists of defined triggers and customized actions.	-	-	-	-	✓
Enhanced Recording	An ability for PVMS to enhance normal camera configurations (FPS and Resolution) to a changed state on trigger-able (alarm/alert) conditions defined in a workflow.	-	-	-	-	✓
External Notifications	An ability to notify externally of PVMS (such as email) on trigger-able (alarm/alert) conditions defined in a workflow.	-	-	-	-	✓
Event-based Trigger (Behavioral)	The ability to initiate/trigger a programmable action (via workflow routine) based an defined an event from a configured behavioral analytic device	-	-	-	-	✓
Event-based Trigger (Camera)	The ability to initiate/trigger a programmable action (via workflow routine) based a defined an event from a camera	-	-	-	-	✓
Event-based Trigger (Camera Input)	The ability to initiate/trigger a programmable action (via workflow routine) based a defined an input event from a camera	-	-	-	-	✓
Event-based Trigger (Door Alert)	The ability to initiate/trigger a programmable action (via workflow routine) based an defined an event from a configured Door device	-	-	-	-	✓
Event-based Trigger - GUI	The ability to initiate/trigger a programmable action (via workflow routine) based an defined event such as an input, video analytic, or system message.	-	-	-	-	✓
Imported Videos Administration	An ability to manage imported video information within the Administration module.	-	-	-	-	✓
Interface Actions (GUI)	Ability to configure a user interface action as part of a workflow	-	-	-	-	✓
Logon-based Trigger	The ability to initiate/trigger a programmable action (via workflow routine) based on a users login.	-	-	-	-	✓
PTZ Action	An ability to move to a PTZ preset as a result of a workflow on trigger-able (alarm/alert) conditions defined in a workflow.	-	-	-	-	✓
Private Labeling	Ability to modify the user-interface with private labeling options	-	-	-	-	✓
Time-based Trigger	The ability to initiate/trigger a programmable action (via workflow routine) based on a specific or recurring time.	-	-	-	-	✓
UI Action - Administration Module	The ability to configure an action (of a workflow) to navigate user(s) or group(s) to the Administration module and select a desired sub category for immediate view.	-	-	-	-	✓

UI Action - Archive Module	The ability to configure an action (of a workflow) to navigate user(s) or group(s) to the Archive module and select a desired camera view and pre-event time parameter for viewing that camera arrangement.	-	-	-	-	✓
UI Action - Camera Viewer	The ability to configure an action (of a workflow) to navigate user(s) or group(s) to the Camera Viewer module with a selected camera view/arrangement.	-	-	-	-	✓
UI Action - Maps Module	The ability to configure an action (of a workflow) to navigate user(s) or group(s) to the Maps module and select a desired map for immediate view.	-	-	-	-	✓
UI Action - Reporting Module	The ability to configure an action (of a workflow) to navigate user(s) or group(s) to the Reports module and select a desired report for immediate view.	-	-	-	-	✓
UI Action - Welcome Module	The ability to configure an action (of a workflow) to navigate user(s) or group(s) to the Welcome module.	-	-	-	-	✓
Workflows	Workflows are a logical association of objects, triggers, conditions and actions that allow for integration of physical and logical inputs into on-screen display actions or other notification alerts.	-	-	-	-	✓
Workflows by Camera	An administrative view for showing cameras configured in a workflow.	-	-	-	-	✓
Workflows by User	An administrative view for showing users configured in a workflow.	-	-	-	-	✓
Workflows Editor - GUI	Workflows are a logical association of objects, triggers, conditions and actions that allow for integration of physical and logical inputs into on-screen display actions or other notification alerts.	-	-	-	-	✓

LENSEC
The Power of Perspective

Reports	Description	Trial Edition	Command Edition	Express Edition	Standard Edition	Enterprise Edition
Acknowledge Response Reports	Exportable reports for event acknowledgement / responses by users	-	-	-	✓	✓
Audit Trail / Access Log Report	Accessible audit trail report of users actions and history	-	-	-	✓	✓
Camera API Report	A report showing all cameras with camera ID and description	-	-	-	✓	✓
Cameras Reports	An ability to run a report showing cameras and archiving locations.	-	-	-	✓	✓
Cameras Service Report	An ability to run a report showing cameras marked as Out-of-Service	-	-	-	✓	✓
Camera Status Report	An exportable status report of current camera status along with support reference information.	-	-	-	✓	✓
Configuration Reports	An area inside of the reports module for launching the administration print-views and configuration reports	-	-	-	✓	✓
EULA Report	Provides the ability to generate a report for all users who have agreed to the End User License Agreement.	-	-	-	✓	✓
Group Permissions Report	An ability to run a report show all Groups and inherent permissions of each group for reference.	-	-	-	✓	✓
Logon Acceptance Message Report	Provides the ability to generate a report for all users who have agreed to the Custom Logon Message Agreement.	-	-	-	✓	✓
Access Log Query	Ability to track users activities within Perspective VMS	-	-	-	✓	✓
Reporting Module (Module)	Provides the ability to launch data reports within the Perspective VMS application.	-	-	-	✓	✓
Server Health Report	Exportable status report of current server status along with support reference information.	-	-	-	✓	✓
Archiving History Report	Ability to report on statistical information in graphical format of archive storage utilization per day.	-	-	-	-	✓
Archiving Status Report	An exportable status report of all active camera's archiving statistics including: Camera Name, Model, IP Address, Archviing Server, Store Location, Oldest Archive Date, Newest Archive Date, Missing Dates, Archive Span, Archive Schedule, Archive Codec, Retention, Motion %, Storage per Day, Total Storage Used, Archive Lock Status.	-	-	-	-	✓
Line Crossing Report (Axis)	Exportable reports for a line crossing analytic on Axis cameras.	-	-	-	-	✓

		Trial Edition	Command Edition	Express Edition	Standard Edition	Enterprise Edition
RFID Reports	Ability to filter RFID data and run printable RFID transaction reports.	-	-	-	-	✓
Workflows with Cameras Report	A report listing each workflow and associated camera(s)	-	-	-	-	✓
Workflows with Users Report	A report listing each workflow and associated user(s)	-	-	-	-	✓

Mobile	Description	Trial Edition	Command Edition	Express Edition	Standard Edition	Enterprise Edition
Android Mobile App Connection	Provides the ability to view Perspective VMS installations on a mobile device	✓	-	✓	✓	✓
iOS Mobile App Connection	Provides the ability to view Perspective VMS installations on a mobile device	✓	-	✓	✓	✓

Camera Integrations	Description	Trial Edition	Command Edition	Express Edition	Standard Edition	Enterprise Edition
OnVIF Profile-S Integration	An ONVIF device compliant to the Profile S is an ONVIF device that sends video data over an IP network to a client. The Profile S also includes support for PTZ, audio and metadata streaming, and relay outputs if those features are present on the device. ...	✓	✓	✓	✓	✓
Audio streaming integration (Axis)	Audio Integration for all general Axis camera models	-	-	-	✓	✓
Audio streaming integration (IQEye)	Audio Integration for all general IQinVision camera models	-	-	-	✓	✓
Audio streaming integration (Mobotix)	Ability for audio streaming for Mobotix Cameras	-	-	-	✓	✓
Audio out Integration (Axis)	Audio Integration for all general Axis camera models	-	-	-	-	✓
Audio out Integration (IQinVision)	Audio out Integration for all general models	-	-	-	-	✓
Axis Cross Line Detection	Allows for the incorporation of Cross-Line Analytic behavior from Axis Communications to Perspective VMS.	-	-	-	-	✓
External Audio Stitching	Provides the ability to combine an external audio source (secondary IP source) with camera	-	-	-	-	✓
ONVIF Camera Discovery	Provides administrators and systems integrators the ability to add cameras directly from the network using a discovery tool. (Applicable to cameras that are ONVIF-ProfileS compliant).	-	-	-	-	✓

Access Control Integrations	Description	Trial Edition	Command Edition	Express Edition	Standard Edition	Enterprise Edition
DNA Fusion Integration - PACS Video Call-up	Integration Feature that calls up video within Open Options DNA Fusion (Access Control)	-	-	-	-	✓
S2 Enterprise Integration - Pull Events	Integration of S-2 Enterprise PACS for association of Access Control events and managed video surveillance.	-	-	-	-	✓
S2 Netbox Intgration - Pull Events	Integration of S-2 NetBox PACS for association of Access Control events and managed video surveillance.	-	-	-	-	✓
System Galaxy - Event Integration	Integration Feature for System Galaxy control panel and reader event display in Perspective VMS	-	-	-	-	✓
TDSi Integration - Pull Events	Integration of TDSi readers for event association to cameras	-	-	-	-	✓

Video Analytic	Description	Trial Edition	Command Edition	Express Edition	Standard Edition	Enterprise Edition
Area of Interest - Motion Detection	Provides the user the ability to define the area of interest for motion detection.	✓	-	✓	✓	✓
Fast-Find (H264/MPEG)	Ability to quickly search a camera field of view for motion events in a user-defined area by drawing a box and setting a sensitivity threshold.	✓	-	✓	✓	✓
Fast-Find (MJPEG)	Ability to quickly search a camera field of view for motion events in a user-defined area by drawing a box and setting a sensitivity threshold.	✓	-	✓	✓	✓
Fast-Find (Image)	Ability to quickly search a camera field of view for motion events in a user-defined area by drawing a box and setting a sensitivity threshold.	✓	-	✓	✓	✓
Multiple Areas of Interest - Motion Detection	Provides the user the ability to define multiple areas of interest for motion detection.	✓	-	✓	✓	✓
Agent Vi Edge Analytic Integration	Integration with Agent Vi Video Analytics	-	-	-	-	✓
Camera Tamper	An embedded video analytic that monitors the video and automatically detects camera failure or sabotage	-	-	-	-	✓
Integrated Video Analytics	Ability to incorporate 3rd-party behavior-based video analytics within the Perspective VMS Events container	-	-	-	-	✓
Intrusion Detector / Trip-line	An embedded video analytic that provides automated perimeter monitoring and secure area protection.	-	-	-	-	✓
Object Left Detector	An embedded video analytic that continuously monitors an area to detect objects or baggage that have been left unattended for too long in the scene	-	-	-	-	✓

Specialty Integrations	Description	Trial Edition	Command Edition	Express Edition	Standard Edition	Enterprise Edition
Open API/SDK	Provides the ability to render live streaming or archive playback at a set date/time in a controlled browser window of Perspective VMS based on an application programmable interface (API) call. Typically associated with Access Control or Intrusion Detection software systems.	-	-	-	-	✓
Active Directory (Read)	Active Directory Integration	-	-	-	-	✓
RFID Camera Tracking (SIRIT)	Ability to call-up or associate cameras in archives with an RFID event	-	-	-	-	✓
RFID Event Integration (SIRIT)	Transaction-based event integration with RFID readers and tags from SIRIT.	-	-	-	-	✓

Services	Description	Trial Edition	Command Edition	Express Edition	Standard Edition	Enterprise Edition
Administration Service	The Administration service monitors and checks drives for the right utilization; checks how much free space on the drive(s), and subsequently purge old archives or move them to a different offsite location. It is also responsible for importing and ensuring user synchronization between Active Directory and PVMS.	✓	✓	✓	✓	✓
Health Monitor Service (Service)	A Health Monitor Service which functions to check if system cameras defined in the VMS are up and running. If not, the service will notify the user about the offline status of the camera in question. The Service will also generate health report related to cameras, servers and other system components.	✓	✓	✓	✓	✓
Live Streaming (Proxy) - H264	Ability to proxy camera streams via the streaming server to workstations where direct connection is unavailable using selectable H264 parameters	✓	✓	✓	✓	✓
Live Streaming (Proxy) - MotionJPG	Ability to proxy camera streams via the streaming server to workstations where direct connection is unavailable.	✓	✓	✓	✓	✓
SSL Support	Ability to support SSL web services for enhanced browsing security.	✓	✓	✓	✓	✓
Streaming Service (Service)	A service that acts as an intermediary agent between PVMS and system cameras; it is mainly responsible for handling the streams and passing them to the system. It is also responsible for streaming the archives that are created using Archiving Service.	✓	✓	✓	✓	✓
Archive Streaming	Ability to stream recording video from the archive server (data repository) via the streaming server to a client workstation.	✓	-	✓	✓	✓
Archiving Service	Archive Service provides for; archiving image and video streams from system cameras, handling image extraction requests from users and create archives/extractions accordingly, as well as managing live recording requests from users to capture camera video streams and encode them using H.264/MPEG-4 codec for optimal quality/size.	✓	-	✓	✓	✓
H.264 Archiving	H.264 protocol for recording/archiving video	✓	-	✓	✓	✓
Image Archiving	Ability for snapshot image recording/archiving of video	✓	-	✓	✓	✓
Motion JPEG Archiving	Motion-JPEG image recording/archiving of video	✓	-	✓	✓	✓
MPEG Archiving	MPEG protocol for recording/archiving video	✓	-	✓	✓	✓

		Trial Edition	Command Edition	Express Edition	Standard Edition	Enterprise Edition
Integration Communication Service	A service communicating independent packages from Perspective VMS to act as an intermediary communication agent between PVMS and 3rd party software/hardware applications (RFID, Video Analytics, Access Control, etc)	-	-	-	✓	✓
Analytic Communications Service	A service communicating independent analytic packages with Perspective VMS	-	-	-	-	✓

Health	Description	Trial Edition	Command Edition	Express Edition	Standard Edition	Enterprise Edition
Automated Database Size Maintenance	An ability to automatically maintain a database size so that it does not exceed 10GB (for SQL Express Version deployments)	✓	✓	✓	✓	✓
Camera Support Tracking	An ability to annotate reference information for support items per each camera object.	✓	✓	✓	✓	✓
Camera Health Status Email Alert Notification	Ability for the system to detect and report via email health status exceptions such as non-responsive services, cameras offline, or excessive database size growth.	-	-	-	✓	✓
Database Health Status Email Alert Notification	Ability for the system to detect and report via email health status exceptions such as non-responsive services, cameras offline, or excessive database size growth.	-	-	-	✓	✓
Health Jobs Scheduler	Ability to custom configure intervals and thresholds for health monitoring on Cameras, Servers, External Systems, and Drive Information	-	-	-	✓	✓
Operating System Health Status Email Alert Notification	Ability for the system to detect and report via email health status exceptions such as non-responsive services, cameras offline, or excessive database size growth.	-	-	-	✓	✓
Server Health Status Email Alert Notification	Ability for the system to detect and report via email health status exceptions such as non-responsive services, cameras offline, or excessive database size growth.	-	-	-	✓	✓
System Health Status Email Alert Notification	Ability for the system to detect and report via email health status exceptions such as non-responsive services, cameras offline, or excessive database size growth.	-	-	-	✓	✓

LENSEC – Professional Services (Remote)

Custom Map Configuration
LENSEC engineering provides custom and interactive map development. Map design development in Adobe Photoshop / Illustrator. Design will be incorporated into Perspective VMS' Silverlight interface showing camera locations. (Price per map page)

Report Development (SQL-based or Custom)
Custom development of cross-query reports for manual or automatic generation within either Perspective VMS, LENSEC VMS, or the related SQL database structure itself. (Price per report)

Specification Design
Construction and/or Architectural Engineering design and specification for LENSEC products to be used within a bid-spec or design-build scope of work for an End-user or agency.

Video Server Configuration
Site Installation/Server Configuration: Server integration with LENSEC VMS / Perspective VMS includes network programming for the server with cameras and devices, access to user maps, configuration of software to allow web control, configuration of software for Remote Diagnostics and end-user training.

LENSEC – Advanced Professional Services

Custom Software Development
LENSEC can provide custom software scripting development or application-based integration. (Pricing is based on a per day rate)

Onsite Field Diagnostic Services
Field diagnostic services offer engineering troubleshooting and technical support for security management solutions. LENSEC will provide a certified field support technician/engineer to assist the integrator in a diagnostic troubleshooting and support role directly to a field location. (Pricing is based on a per day rate, excluding travel, lodging and per-diem expenses)

Site Commissioning
Site Commissioning of Perspective VMS (Pricing is based on a per day rate, excluding travel, lodging, and per-diem expenses)

Systems Integration (Field-based)
Integration of Security / IT / Low-Voltage sub-systems into an overall Security Management Solution. (Pricing is based on a per day rate, excluding travel, lodging, and per-diem expenses)

Systems Integration (Remote)
Integration of Security / IT / Low-Voltage sub-systems into an overall Security Management Solution. (Pricing is based on a per day rate)

Vulnerability Assessment
A LENSEC assessment process includes, identifying, quantifying, and prioritizing the vulnerabilities at a site or within a particular sub-system. (Pricing is based on a per day rate, excluding travel, lodging and per-diem expenses)

LENSEC – Training Services

Onsite Partner Training*
Partner Training includes, Perspective VMS, Command View, and/or other LENSEC specific product training to be held at Partner's specified location. (Pricing is based on a per day rate, excluding travel, lodging and per-diem expenses).

LENSEC-based Partner Training*
Partner training includes, Perspective VMS, Command View, and/or other LENSEC specific product training to be held at LENSEC's Houston Headquarters (or comparable location).

Onsite End-user Training*
End-user training includes, Perspective VMS, Command View, and or other LENSEC specific product training to be held at an End-user location on behalf of (or in conjunction with) the LENSEC Partner. (Pricing is based on a per day rate, excluding travel, lodging and per-diem expenses).

Remote End-user Training*
End-user training includes, Perspective VMS, Command View, and or other LENSEC specific product training to be held at via a remote conference bridge and web-conference on behalf of (or in conjunction with) the LENSEC Partner.

Technical Training Program Brochure

* Remote training sessions are typically up-to 6 hours/day including setup time, with class size maxed at 15 participants. LENSEC-based trainings are held from 9AM – 4PM (with lunch included).

LENSEC – Software Maintenance and Monitoring

Software Maintenance
This software maintenance support plan entitles the customer to all versions (minor and major) and hotfix releases (incremental) for the software product purchased during the service period. It also includes access to our knowledge base, FAQs, release notes, and any forthcoming documentation for the software product purchased. Software Maintenance fee is paid annually per license. Service contract will be valid for one year and service extension can be acquired based on mutual evaluation and agreement.

Highlights:
- Access to our extensive knowledge base
- Release Notes and Documents
- Major Version Release Updates
    - Primary Releases (e.g. 2.x or 3.x)
    - These releases provide newer functionality or discovery relating to function or reporting such as:
        - Enhanced product integrations (devices and software)
        - Innovative new modules offering both core and ancillary feature additions
- Minor Version Release Updates
    - Incremental Releases (e.g. 1.1.x to 1.2.x)
    - These releases provide improvements/modifications to function or reporting such as:
        - Improvements to Graphical User Interface (GUI)
        - Increased number of pre-configured reports and database views
- Hotfixes/Bug Fixes
    - Revisions (e.g. 1.1.1 to 1.1.2)
    - These releases provide code fixes such as:
        - Modifications to functional process
        - Partner manufacturer updates and integration revisions

Software Maintenance Plus
This software maintenance plus support plan entitles the customer to all version (minor and major) and hot-fix releases (incremental) for the software product purchased during the service period. Includes email and telephone technical support for software related issues as well as access to our knowledge base, FAQs, release notes, and any forthcoming documentation for the software product purchased. During the period of the service contract, up to 8 hours of LENSEC Professional Services may be provided at no additional charge, as pertains to the particular scope and size of the project. All active maintenance customers receive loyalty preferred pricing on select LENSEC software products and professional services. Software Maintenance Plus fee will be valid for one year and service extension can be done based on mutual evaluation and agreement. Software Maintenance Plus fee is paid annually per license.

Highlights:
- Access to our extensive knowledge base
- Release Notes and Documents
- Major Version Release Updates
    - Primary Releases (e.g. 2.x or 3.x)
    - These releases provide newer functionality or discovery relating to function or reporting such as:
        - Enhanced product integrations (devices and software)
        - Innovative new modules offering both core and ancillary feature additions
- Minor Version Release Updates
    - Incremental Releases (e.g. 1.1.x to 1.2.x)
    - These releases provide improvements/modifications to function or reporting such as:
        - Improvements to Graphical User Interface (GUI)
        - Increased number of pre-configured reports and database views
- Hotfixes/Bug Fixes
    - Revisions (e.g. 1.1.1 to 1.1.2)
    - These releases provide code fixes such as:
        - Modifications to functional process
        - Partner manufacturer updates and integration revisions

- **Software Technical Email and Phone Support**
- **Up to 8 hours of LENSEC Professional Services (Remote)**
- **Loyalty Pricing**
    - **Active maintenance customers receive preferred pricing on select LENSEC software products and professional services**

Remote Monitoring

This remote monitoring support plan entitles the customer to all version (minor and major) and hot-fix releases (incremental) for the software product purchased during the service period. Includes email and telephone technical support for software related issues as well as access to our knowledge base, FAQs, release notes, and any forthcoming documentation for the software product purchased. During the period of the service contract, up to 8 hours of LENSEC Professional Services may be provided at no additional charge, as pertains to the particular scope and size of the project. All active maintenance customers receive loyalty preferred pricing on select LENSEC software products and professional services. This service includes LENSEC's Remote Status Monitoring (RSM). RSM helps ensure maximum uptime of your system by proactively monitoring the up/down status of each camera and server in your surveillance network. If a camera or server is determined to be off line, LENSEC's customer service professionals will remotely diagnose and attempt to remedy the problem to ensure your system is always online and operational. In the event of a hardware failure, LENSEC's customer service team can work remotely with customer's onserver support personnel to have them retrieve the defective device and return to LENSEC for repair/replacement if the hardware is covered under warranty. In addition to RSM, server assessment reports, remote diagnostic support and remote hardware support are offered in this support plan. The Remote Monitoring fee will be valid for one year and service extensions can be done on initial evaluation and agreement. The fee is paid annually per license. The Software Plus Fee may be itemized separately in the proposal.

Highlights:

- Access to our extensive knowledge base
- Release Notes and Documents
- Major Version Release Updates
    - Primary Releases (e.g. 2.x or 3.x)
    - These releases provide newer functionality or discovery relating to function or reporting such as:
        - Enhanced product integrations (devices and software)
        - Innovative new modules offering both core and ancillary feature additions
- Minor Version Release Updates
    - Incremental Releases (e.g. 1.1.x to 1.2.x)
    - These releases provide improvements/modifications to function or reporting such as:
        - Improvements to Graphical User Interface (GUI)
        - Increased number of pre-configured reports and database views
- Hotfixes/Bug Fixes
    - Revisions (e.g. 1.1.1 to 1.1.2)
    - These releases provide code fixes such as:
        - Modifications to functional process
        - Partner manufacturer updates and integration revisions
- Software Technical Email and Phone Support

- Up to 8 hours of LENSEC Professional Services (Remote)
- Loyalty Pricing
  - Active maintenance customers receive preferred pricing on select LENSEC software products and professional services
- **Remote Status Monitoring (RSM)**
- **Notification of exceptions via email**
- **Emergency Situation Support (ESS)**
- **Server Assessment Reports**
  - **Reports that show what the server has and its installation history**
- **Remote Diagnostic Support**
  - **Supporting a server from our technical team by assisting in tracking root causes for exceptions**
- **Remote Hardware Support**
  - **Support of hardware related issues through common troubleshooting**