Why Viakoo? | Viakoo, Inc

Reliability

You invested in IP video surveillance to mitigate risk and reduce liability.

And it plays a key role in security's mission, so you already know that *video failures can quickly become security mission failures.*

Your environment is challenging with organizational complexity, regulatory compliance, heterogeneous infrastructure, multiple video management systems, and multiple integrators spread across a geography**.**

You rely on video, and it is increasingly important that it works reliably. **But missing video continues to be a problem.**

The reason is simple. *IP security video is complicated.*

IP security *video networks* consist of cameras from the edges, through complex computing software and networking infrastructure, to the recording hard disks at the core. There are lots of variables that create the intrinsic technical vulnerabilities that lead to missing video and video downtime.

In spite of good people and technology, you still have missing video.

The proliferation of IP *video networks* is outstripping the ability for manual processes to keep pace, costing you contractor and staff time trying to deal with it.

Missing video and video downtime cost real money, and by any measure you are spending lots of it without any tangible return.

And it increases risk by impacting real-time situational awareness, investigations, and legal procedure.

We believe you should never be surprised by missing video again.

We believe that you should be able to bring reliability to your existing IP *video network* without adding headcount, and you should have a solution to missing video that is easy to use, effective, and affordable.

We think that modern, safe and secure automation should be leveraged to help security operations, that expert knowledge should be leveraged and available to you 24/7, and that at any point you should be able to get the accurate status of your IP security video.

Viakoo doesn't make reliable video. Viakoo makes video reliable.

Viakoo is the first solution to effectively address missing video and video downtime. *It's our mission.*

Viakoo enables executive oversight by delivering Key Performance Indicators about your video network, tracking your compliance with video retention goals, and by providing a simplified, automated operational workflow to reduce the cost of a tedious, manual process.

Patent-pending technology detects missing video, identifies corrective action plans, and prevents video downtime.

And Viakoo has video experts online or on the phone 24/7, waiting to help.

With Viakoo your IP video network can finally be as reliable as you wanted it to be.

With Viakoo the best surprise is no surprise.

Detection

Maybe you nervously wait for investigators to stumble over missing video.

Perhaps you have guards, operators, and contractors manually spot-checking, looking for that needle-in-a-haystack. Maybe you look to your video management software, or even have IT running network monitoring tools.

But you have learned that available tools and methods don't detect everyday outages and failures.

Detecting the gap between expected and actual performance is how you identify performance problems. All too often problems go undetected, and then *eventually you get an unwanted surprise called missing video*.

We believe your staff is asked to achieve a goal that is impossible without automation. We believe you should have safe, secure, and easy to use technology to reduce video downtime and the risk it creates.

We believe your staff should get problem alerts instantly and automatically, on the fly.

We believe alerts should tell them what's broken, why it broke, and how to fix it.

Every few minutes, not every few months.

And we believe all this should happen without the cost of doing any needless, tedious, manual gruntwork.

Viakoo alerts you to problems that you would be unaware of otherwise.

Viakoo continuously examines your entire video network, from cameras at the edges, through complex computing software and networking infrastructure, to the recording hard disks at the core—everything—every 20 minutes. That' right: your entire IP video network, examined using patent-pending technology.

Viakoo figures out something is wrong and alerts you instantly, to your phone and desktop.

Viakoo tells you the Probable Cause of the problem, and identifies the Problem Device to fix.

Viakoo automatically detects missing video caused by a variety of conditions, including:

- Obvious things, that make a lot of noise when they fail, like hardware

- Intermittent problems, that may or may not make noise
- Silent failures that make no noise at all

Viakoo helps your staff with their workload with a built-in automatic ticket generation system.

And Viakoo follows a simplified operational workflow, to make it easy to keep track of activities throughout your video network, even if its scattered around town or around the globe.

Viakoo takes the surprise out of missing video for you.

Viakoo makes you aware.

Correction

Video networks consist of complex infrastructure, and when things go tilt. . .

Well, it isn't always straightforward to identify the root cause of the problem. Uncertainty about what's broken usually means a lot of guesswork leading to an inefficient trial & error process.

Invariably the confusion turns into finger-pointing amongst the contractors and vendors, prolonging video downtime.

Sometimes it seems that your staff is struggling over and over again to resolve the same issue.

Treating the symptom not the cause of problem, repeating the same fix time and time again, translates into extended outages resulting in *unnecessary risk and cost.*

We all know that in everyday problem solving, that bad input almost always leads to bad diagnosis. Misdiagnosis frequently leads to expensive unbudgeted fixes.

We believe you should be able to live without unplanned video downtime and missing video.

We believe you should affordably get accurate, actionable information, about what's wrong.

And we believe you should be advised about what to fix, so problems get corrected effectively and efficiently.

We think you should have easy to use diagnostics graphs to understand what is happening, and expert people only a click or call away, 24/7.

Viakoo eliminates expensive guesswork and confusion by providing clear, accurate, up-to-the-minute information.

Viakoo provides modern automation and expertise, to enable you to get problems resolved quickly, without requiring any additional staff resources.

Staff do more . . . because they work less on video problems.

Viakoo has important information including Probable Cause/Problem Device, Video Path charts, Video Stream tables, and time-correlated diagnostic graphs, to help your staff understand the corrective action.

And Viakoo provides work-saving features like built-in automatic trouble Ticket generation and a simple, effective Ticket workflow management application for the desktop and mobile phone.

Viakoo eliminates guesswork and finger-pointing for you.

Viakoo guides you.

Prevention

Wouldn't it be great if problems happened on a schedule? Unfortunately, they don't.

Trying to prevent video downtime using scheduled, routine maintenance *has the probability of finding a needle in a haystack.*

And spot-checking doesn't catch degrading components or identify trouble that's brewing.

Today's maintenance programs rarely, if ever, prevent missing video.

This means a limited return on your investment.

The growth and complexity of your IP video network makes it increasingly difficult to afford the resources to keep pace. Remote locations and small sites make it even harder.

It is difficult to afford the expertise that effectively reduces video downtime and eliminates missing video.

We believe that your day should not be disrupted by unplanned video downtime.

We think you shouldn't have to waste time and money on routine maintenance processes.

We believe automated end-to-end video network diagnostics that help you avoid video downtime 24/7 are no longer a luxury.

We believe you should only have to perform selective maintenance, when and where required.

Viakoo technology and experts, help you do just that.

Every 20 minutes, even at your small sites, Viakoo patent-pending automation collects 1000s of diagnostic inputs. Viakoo already knows the good ones, you don't have to lift a finger.

And that's diagnostic data only, no video content. Ever.

Viakoo then correlates all that diagnostic data and performs predictive analytics.

Predictive analysis identifies problems before they start.

Viakoo helps you prevent video downtime.

Viakoo protects you.

Performance

All organizations operate on metrics, in one form or another. At least ones that survive do.

As Jack Welsh said, "if you can't measure it, you can't manage it", and referred to them as key performance indicators or KPIs.

The danger of creating too much risk and cost, from not understanding key metrics, is clear.

Certainly your company relies on KPIs, and your security program is no different.

You built out your security program with many key capabilities. To get insight in how well things are working, you try to gather metrics on each of them.

But you have some challenges. Like video.

You made a big investment in a security video capability in your organization, but you have few, if any consistent KPIs to help you understand and manage it. And at its core, you have little to no visibility into your video assets and their operational efficiency.

And not having KPIs can put you in a challenging spot.

Without KPIs it is difficult to demonstrate the value of your current investment in video, and any expansion plans can be really tough to defend. And when you want to bring attention to the good work your team is doing, it's hard to communicate your progress to your Executive Staff peers.

Without accurate and current information, it is a daunting task to improve performance.

Currently, gathering key information about the performance of you video capability is hard, slow, and usually incomplete.

Likely you are flying blind.

We believe in helping you "measure to manage". It helps minimize risk and cost.

We believe you should have relevant KPIs that give you visibility and insight into the behavior of your IP video network. And to your video operations.

We think you should have KPIs and other accurate, objective data that can help demonstrate the return on your investment.

Viakoo provides you a real-time Dashboard on your phone or desktop, at your fingertips 24/7.

Viakoo developed patent-pending technology to properly measure the performance of your existing IP video network. Examples of these KPI measures include

- Video Path Uptime
- Video Stream Delivery Index
- Video Retention Compliance
- Average Ticket Response Time
- Mean Failure Recovery Time

And Viakoo gives you data visualization views with Trending and Graphs.

Viakoo gives you powerful Key Performance Indicators.

Viakoo gives you insight.

Excellence

You strive for operational excellence across your security program.

You and your team work hard to protect life and property.

You get the best people and technology you can afford. And you implement best practices wherever possible.

But for all your efforts, when it comes to video, operational excellence proves to be elusive.

We believe video can be the crown jewel of your security technology strategy.

We believe you should have a management solution for your IP video network that is a force multiplier.

Literally, an extension to your staff.

We believe to improve to reduce the workload on your team, through automation.

And bring down cost as a result.

We believe that accurate, actionable information can enable your team to significantly improve operational excellence.

And eliminate wasteful informational truck rolls, guesswork, and confusion.

We believe that your existing IP video network should help reliably assure your security mission.

Viakoo provides key features and presents vital information, for a smooth, scalable video operation, including streamlined, automated processes for managing activities throughout the video operation.

Viakoo's automatic ticket system that follows a simple workflow:

Aware ➡ Confirm ➡ Diagnose ➡ Act ➡ Understand

With actionable information delivered your phone or desktop, and useful operational reports including:

- Compliance Reporting
- Video Network Inventory
- Ticket History

Viakoo provides the right information, at the right time, in the right way.

Viakoo enables you to improve your operational excellence for IP video network.

Viakoo enables you.

So I never get surprised by missing video again.

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