

Viakoo Service Assurance Manager

Continuous Analysis to Ensure Operational Performance and Compliance

Cyber-physical system operational intelligence & confidence with the Viakoo Action Platform

Know When Tightly-Coupled Applications and Devices Fail and How to Fix Them

Viakoo Service Assurance Manager (SAM) ensures every device on the network is visible and performing as expected - 24/7/365. SAM is for organizations with IoT systems such as Video & Access Control applications and associated devices who have a clear mission to protect the enterprise, its assets, and its employees. SAM is a comprehensive IoT service assurance solution unlike IT monitors, software/hardware component "self-test health checks", video content managers, and proprietary device management systems that don't scale, are manual, and are vulnerable to cyber attack.

- Automated diagnostics that finds root cause of problems quickly
- Quality of Service (QoS) metrics to track performance over time
- Automated Fix-It plan to eliminate iterative fix processes
- On demand inventory reporting of all physical security IoT devices and applications
- Noise-reduced alerts that minimizes tickets and pinpoints critical information
- Built-in ticketing environment with role-based assignments and integration with 3rd party ticketing systems
- Performance flow maps to correlate behavior across different components over time to solve hard to find issues
- Single sign-on (SSO) to easily integrate with your organization's security policies

Identify Performance Bottlenecks and Ensure Compliance

DETECT - Detects IoT and security system problems for immediate reporting of failures in video surveillance and advanced threats that could impact your security network

DIAGNOSE - Diagnoses the root causes of failure to increase accuracy, eliminate guesswork and help solve the problem of missing data

RECOMMEND - Recommends the specific fix to reduce system downtime and help employees proactively, quickly and easily identify and resolve problems

Proven Interoperability

- All IP Cameras
- Over 30 VMS applications
- Leading access control applications and devices
- Most servers, switches, and storage systems
- Associated IoT devices



Data to Insight to Action

Viakoo SAM gives you detailed information about your IoT devices/applications, their operational status, and automated guidance to maintain them.



Always Be Compliant

Whether to meet internal governance or to successfully pass external audits, Viakoo SAM delivers reporting, metrics, and performance history



Secure By Design

Viakoo SAM operates at the highest level of security, including Viakoo's SOC-2, Type II certification and never needing two-way network communication.

Comprehensive Management Capabilities

Viakoo SAM provides setup, deployment, and reporting functions that deliver management efficiencies to teams of all sizes. SAM can be deployed within minutes using our cloud-based SaaS offering or deployed on-premises within your datacenter. All parts of your organization can be hierarchically setup with role-based privileged access. SAM is built on a Digital Twin model, enabling detailed reporting, metrics, and data analysis tools to have full understanding of your IoT environment.

Make IoT Systems Reliable

- Eliminate missing video evidence and access fails
- Manage complex IoT and physical security systems with key metrics
- Ensure video evidence is stored and retained to meet compliance requirements
- Eliminates need to log into multiple dashboards
- Visibility and status of IoT devices and applications

VIAKOO ACTION PLATFORM™ SUITE

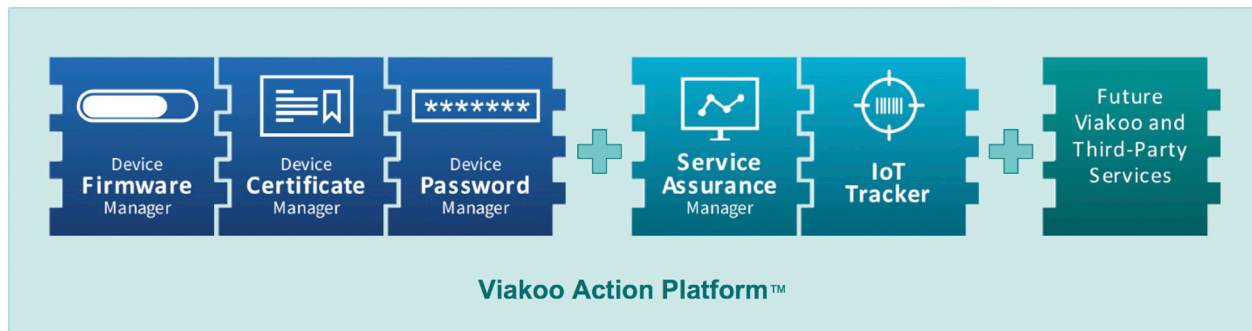
The complete Viakoo Action Platform Suite includes:

Device Firmware Manager (DFM)
Device Certificate Manager (DCM)
Device Password Manager (DPM)

Enabling the enterprise with the Viakoo Action Platform Suite

The Viakoo Action Platform with DFM, DCM, and DPM is a complete enterprise IoT device security solution solving the problem of managing fleets of 100,000s of IoT devices affordably. Delivered as a SaaS offering, the solution ensures all devices are inventoried, in compliance with internal policy, and are continuously remediated and repatriated as full, secure network citizens. This

scalable, automated solution reduces an organization's risk, saves time and cost while delivering on IoT device ROI. The flexible and modular solution allows you to start small and grow over time while delivering value at each step.



VIAKOO ACTION PLATFORM™ MODULES

Device Firmware Manager

Security patches are crucial for IoT device security. Security patches are made through IoT firmware upgrades and must be implemented continuously as they become available.

Device Firmware Manager automates the process of firmware updates on IoT devices, at scale across the enterprise. DFM provides compliance reporting

complete with a history of changes for audit purposes. A secure “chain-of-trust” ensures only valid and functional firmware is deployed, and complete automation allows for updates of thousands of devices wherever they live. Get the Device Firmware Manager data sheet.

Device Password Manager

Device Password Manager automates the process of setting, maintaining, and managing IoT device passwords, at scale. DPM automates verification of password and password policy management for thousands of IoT devices from a wide variety of vendors, providing password status, automated checking, and an audit trail for governance. Get the Device Password Manager data sheet.

Device Certificate Manager

Zero trust depends on authentication generally achieved through the use of Certificates. Device Certificate Manager enables zero trust by automating the process of provisioning, refreshing, and revoking IoT device certificates such as 802.1x, TLS/SSL, OPC-UA and others. DCM provides detailed information on both managed and unmanaged IoT devices, their certificate status, and automates actions to maintain them. A chain-of-custody process is incorporated to ensure device certificates cannot be modified or compromised.

Master the security of your cyber-physical systems with the Viakoo Action Platform.
