wachter

VISION

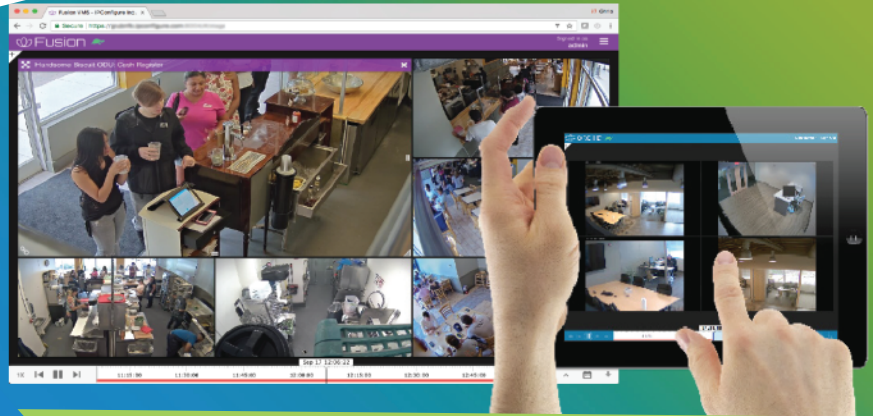## System Health Monitoring Services

VISION HIGHLIGHTS

· The most cost-effective video technology of the future

· Enhanced image usability and integration

· Unified mobility and "Access Anywhere" technology via the cloud

· Flexible and scalable options

· 60 days of storage for HDTV-quality video

System Health Monitoring

Device and System Health Monitoring Services provided by Wachter, Inc. at restaurant locations. Wachter monitors both Site Connectivity (up / down) and Device Connectivity (up / down).

System Health will be captured based on the following criteria:

• Internet Connectivity

Internet connection is required to monitor the systems from a centralized server.

Note: Internet connection that is not available will display a system as down without ability to provide services offered.

• Fusion

An installed monitoring system agent will be installed and licensed on each machine to provide the above services.

• Threshold

System-down or device-down will be measured based on a threshold to avoid false reporting due to intermittent internet connection failure.

Note: The threshold will be optimized to attempt to mitigate false positives but is considered as a reduction as outside contributions may influence notifications.

• Notifications

Wachter will receive notifications through the internal help desk system, which will follow the ticket escalation process to resolution.

Note: Wachter may contact the site to verify system issues and diagnosis if a trouble ticket entry is required.

Immersive and Detailed Visual Experience

ARE YOU READY? LET'S CONNECT