

xConnect Remote Monitoring and Management Application

Mitigate risk and provide better CX by ensuring device health

Unexpected device failure has significant implications that can impact both your bottom line and your reputation with your customer.

Rest assured your video appliance is always performing as expected by leveraging Seneca's xConnect application. xConnect is an award-winning software tool that enables you to remotely monitor and maintain critical device telemetry from a single intuitive dashboard.

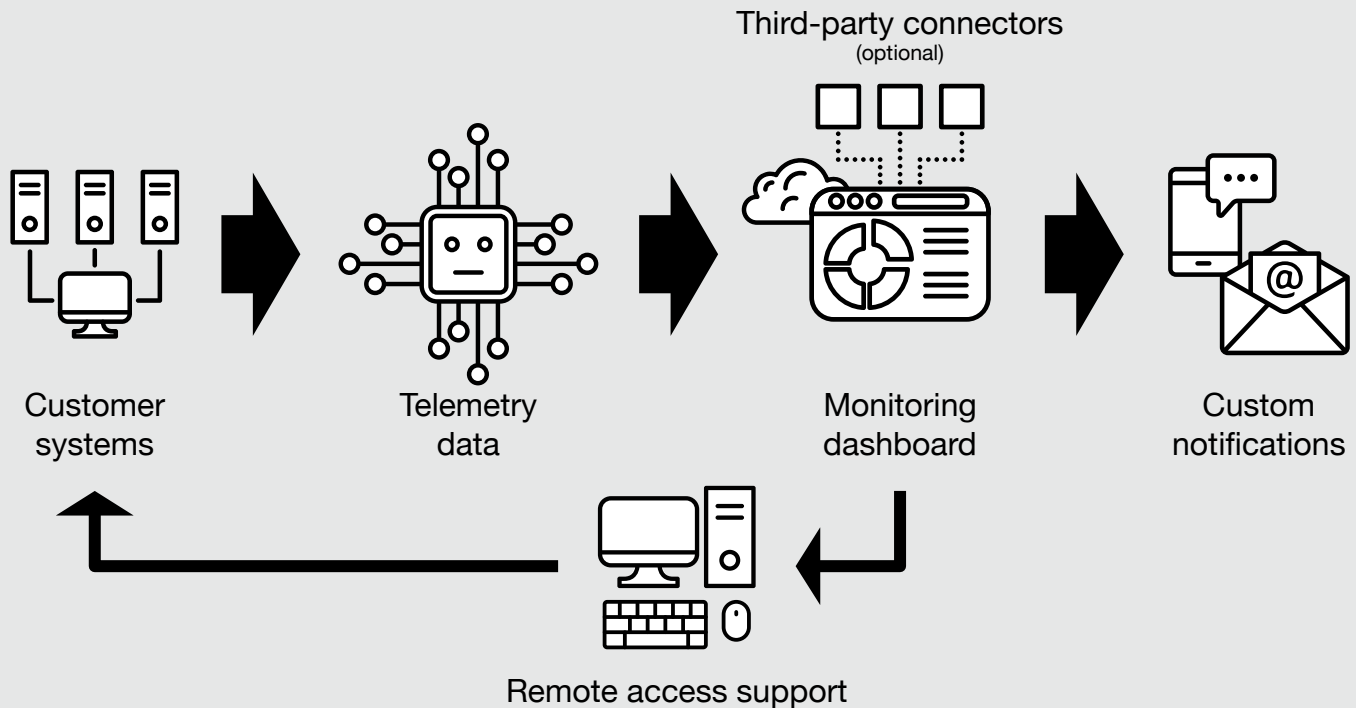
Benefit Overview

- **Intuitive System Monitoring:** Monitor system information and status signals from Seneca devices on a single pane of glass.
- **Simple Ecosystem Management:** Easily navigate and manage customers, users, gateways, and devices from a dropdown menu.
- **Proactive Event Notification:** Instant alerts for potential issues with preprogrammed thresholds for key data points.
- **Mitigate Risk and Improve Uptime:** 24/7 remote monitoring of device health and customizable proactive alerts reduce downtime.
- **Increased Profitability and Efficiency:** Avoid costly disaster recovery, perform updates remotely, and attach services to maintenance contracts with a simple one-time license fee.

Get industry-leading monitoring of key device telemetry:

- **Temperature**
- **Fan speeds**
- **Power supplies**
- **RAID controllers**
- **Physical, logical, and virtual storage**
- **System utilizations**
- **Application services**
- **Network device and bandwidth**

How xConnect works



The xConnect agent resides locally on Seneca video appliances. The agent monitors an array of critical device telemetry across your entire fleet and sends real-time data to the cloud where it can be viewed in a browser-based monitoring dashboard. You define notification preferences and are alerted proactively as needed. Many issues can be remotely remediated via the remote desktop.

Features Overview

Web-based dashboard

Securely monitor your entire fleet of devices, anywhere, anytime from a single pane of glass.

Secure remote access

Leverage our unique remote access with the confidence your data is safe.

- Operates in background without interrupting existing user or running applications
- AES-256 Encrypted in-transit and at-rest
- Access to Out of Band management (iLO, iDRAC)
- Every remote session closed out upon disconnect

Unlimited users

Full autonomy to manage unlimited user profiles for your organization and the end customer.

Zapier integration

Benefit from third-party API integration into hundreds of common software platforms.

This makes it easy to tie into other business management applications that you already have.

Proactive alerts

Get the updates you want, as often as you desire, via email, push notifications, and/or texts.

Simple licensing and no hidden fees

One-time, up-front fee per device with no maintenance or service fees.

Complimentary onboarding

Our training team will provide best practices via virtual session that you can record for future use.