SOC Predictive Device Maintenance Manager

Enterprise physical security systems and connected IoT devices are in a constant state of flux, with unexpected device or network failures, old firmware, devices not behaving normally, power surges and outages, devices approaching end-of-life, and many more challenges. Operators lack a single dashboard that provides a 360-degree view of your physical security system health, and when problems arise, have no quick way to determine what possible device or network failure needs immediate attention.

Vector Flow's SOC Predictive Device Maintenance Manager autonomously finds trends in devices' health, performs risk and criticality assessments, identifies failure modes, and automatically creates service tickets if repair is needed. The intelligent, AI-powered Recommendation Engine provides detailed, data-driven remediation instructions to help service technicians know what parts are needed and where the device is located, enabling them to fix the device more efficiently.

The intuitive, fully-automated solution greatly reduces routine and emergency repairs and maintenance costs, while eliminating unnecessary business disruptions and risks.

System Health Dashboard

Information is presented in the System Health Dashboard, providing a comprehensive way to easily interpret and share data.

- **Real-time data:** The charts show real-time analysis and data about devices in real-time, providing a comprehensive view of devices may require immediate repair.

- **Cause of errors:** The System Health Dashboard provides charts that identify faulty devices and errors caused by them. The errors can be filtered per site, location, region, or category in order to understand the severity and take necessary steps for areas or sites that require urgent attention.

- **Contributing factors**: Details of each graph can be expanded to understand the details and operational status of installed devices and infrastructure and the ability to drill down and perform root-cause analysis and take corrective action. The dashboard also allows users to prioritize the severity of errors, providing flexibility to focus on important measures.

- **Trendlines:** The dashboard helps customers track trendlines of errors from devices to identify the most vulnerable areas and check the volume of activities happening at different sites/devices. The charts help in comparing the trend over different time intervals so that errors can be analyzed in various timeframes.

- **Maintenance/repairing stats**: The charts enable customers to verify the last installed date per device in order to keep track of devices needing repairs or replacements. The System Health Dashboard tracks maintenance activities to ensure devices are being serviced appropriately and are up-to-date.

- **Recommendations:** The System Health Dashboard provides customers with specific recommendations for faulty devices based on modern day AI techniques. These recommendations can be used to identify the reasons for device errors and saves time in finding in the root cause.

The details from the dashboards can be exported and shared with external teams and leadership to progressively work towards enhancing security systems.

Enterprise Integration

Vector Flow's system comes with out-of-the-box integration capability and can quickly integrate with a variety of physical security systems. Vector Flow's capability to integrate seamlessly with multiple types of systems makes it easy for customers to deploy in their organization's current architecture.

In addition, the flexibility of the Predictive Device Maintenance Manager allows organizations to decide if they want the deployment to occur on-premise or in the Cloud.

Quick Information Tiles

Information about System Health is only as good as it is handled and maintained. The dashboard has quick information tiles that provides a summary and key details about different aspects of devices and issues/errors:

- Percentage of Devices Not in Good Health
- Devices with High Anomalies
- Devices Needing Repair, Devices in Maintenance Mode (Masked)
- Errors per Device, Devices with Error Floods
- Errors by Time Series, Errors by Devices
- Errors by Badge Swipe, Errors by Category, Errors by Hours
- Top Device by Errors in Last 24H, Top Sites with Errors in Last 24H
- Daily/Weekly/Monthly Devices Needing Repair Newsletter by Region
- Tracking via service tickets. Nothing falls through the crack
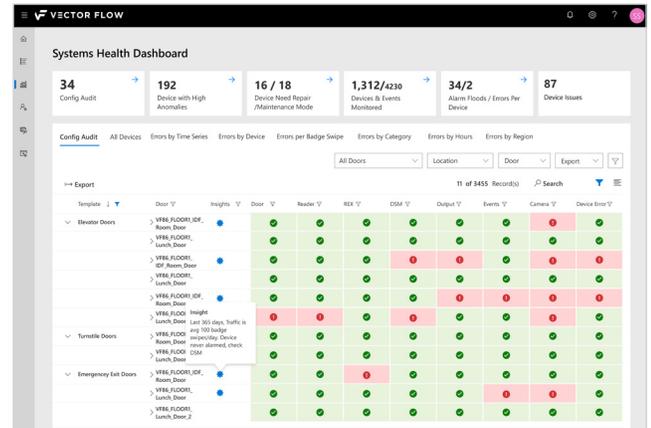
Contact us to learn more about how Vector Flow's Predictive Device Maintenance Manager can help you maintain and keep track of your devices and their health status.

About Vector Flow

Vector Flow is dedicated to using machine learning and automation to deliver improved operational efficiencies and effectiveness across the entire physical security domain. The company's advanced cloud-enabled and on-premises platform converts raw security data from multiple sources into intelligent insights to drive operational performance and business results. Vector Flow automates several key security processes such as Physical Identity & Access Management, COVID Return to Work Portal, Visitor Identity Management, SOC Automation, False Alarm Detection and Reduction, etc. Vector Flow solutions leverage data intelligence to automate business processes, tasks, and workflows to reduce security distractions and expand continuous intelligence – allowing security personnel to focus on tasks that really matter and make decisions faster.

Learn more at vectorflow.com