# Immedia
# Remote Monitoring

## MANAGE | MONITOR | ANALYZE | SUPPORT

### The IoT-Based Solution for Secure, Live System Monitoring

## IDENTIFY AND RESOLVE

Immedia Remote Monitoring, or IRM, is Immedia's premier remote monitoring and support package that allows the Immedia Customer Experience Team (CET) to monitor and support your AV systems safely and securely to ensure your system is available when you need it most!

## THE WORLD IS VAST

Monitor and manage networked devices in real-time. Manage assets from one room to the next and resolve events remotely to improve device uptime.

## AND ALSO COMPLEX

Immedia Remote Monitoring (IRM) gathers actionable device data to keep your devices online, healthy, and always available when you need them.

## AND SECURE

Immedia's proprietary remote monitoring platform utilizes two-factor authentication to securely and reliably support your technology systems from anywhere, at any time.

## DEPLOY QUICKLY

Quickly and easily implement device tracking technology.

- Real-time device monitoring and support
- Automatically retrieve device settings and analytics
- Simple device naming, configuration, and organization

## MANAGE REMOTELY

Update settings & firmware and reboot devices remotely.

- Adjust settings or reboot devices immediately
- Firmware update everything at once - security fixes in minutes
- Cloud audit logs allow quick problem identification and solution

## MONITOR INSTANTLY

Instant notifications and remote implementation.

- View live status of devices from anywhere at any time
- Know any change on a device within seconds
- Growing direct manufacturer device support

## TROUBLESHOOT INTELLIGENTLY

Analyze, understand and maintain system health.

- Understand device and room usage
- Slack, Zendesk, and a growing list of supported ticketing systems
- TCP, SNMP v3 and webhook capable monitoring

## INTEGRATION CAPALE

Additional asset management capabilities & support.

- Improved device usage analytics
- Growing device & room-specific analytics
- Proactively manage rooms and events through real-time alerts

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