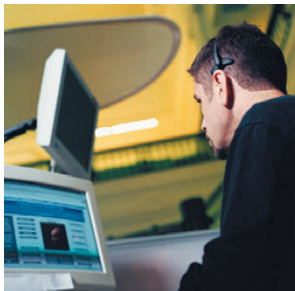


Managed Video Network Services

Every March Networks™ digital video system is designed for on-site and remote health monitoring and management over its IP network connection. Intelligent hardware and software tools allow customers to look after their own cameras, DVRs and video network infrastructure. They can also turn to their systems integrator to do this monitoring and maintenance for them.

If neither option is ideal, customers can leverage the expertise of skilled technicians at March Networks' own 24/7 Network Operations Center (NOC) to monitor and manage any number of video systems from afar. Teaming with the local reseller for on-site service, these remote resources are mandated to identify and initiate action on any system issues before they can affect performance, minimizing customer downtime and helping ensure video evidence is available whenever it is needed.



Remote management capabilities like this, along with the advanced reliability features engineered into all our systems in the first place, allow March Networks and our resellers to deliver 'four nines' dependability to customers. And that sets us apart from competitive offerings, using the power of the network to ensure customer uptime.

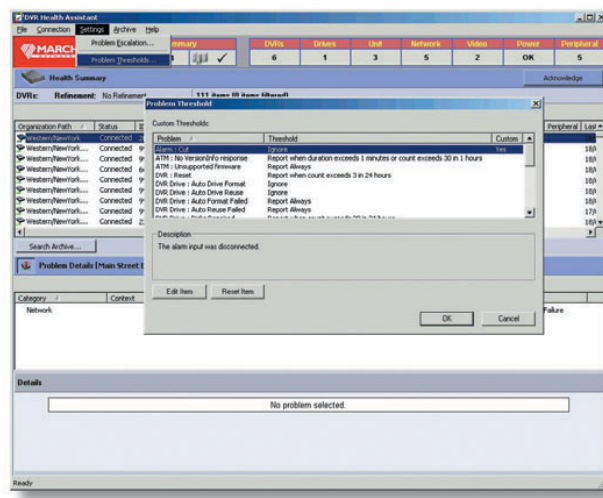


Ensuring Optimum Performance

March Networks' intelligent hardware and software Management Tools are easy to use, and allow end-users who have the internal resources to look after their own video systems and network, and to do it well. Alternatively, these same maintenance services might be part of a support agreement offered by the system reseller, whose own certified resources will have the use of the same networked tools and remote management capabilities.

However, Managed Video Network Services from March Networks take the monitoring and management of customer video infrastructure to the next level. They leverage the expertise of our own professional services staff to identify and address system health issues before they can affect performance. March Networks NOC personnel have many years of experience providing remote health monitoring and management services, to customers including financial institutions and retailers with thousands of video systems each.

Using these health monitoring and diagnostic services, customers and resellers can become proactive about video system and network maintenance, reducing the disruption and costs of on-



site service calls, and eliminating the responsibilities and expenses of monitoring and managing these systems using internal resources. Both can feel secure knowing this equipment is in the capable hands of the professionals who designed and built it, leaving their own people free to focus on the running of their business.

Service Suited to Different Circumstances

Centralized Configuration and Commissioning

To finalize the installation of each DVR by the reseller, March Networks NOC staff can verify the system configuration and programming remotely. This can speed DVR deployment and gives customers and integrators the assurance each system is set to meet the performance requirements committed to.

Video Network Monitoring and Management

For customers and resellers who want to take full advantage of March Networks' resources, this health monitoring and management service provides daily reports on the status of customer cameras, DVR disk drives, video/audio storage, network connectivity and other system parameters. The service also includes remote programming adjustments when necessary, troubleshooting, and recommendations for any on-site corrective actions. Customers also receive maintenance software and feature upgrades under this agreement, all installed remotely by our staff in a non-disruptive fashion.

Our Commitment

March Networks' commitment to research and development includes the continuing evolution of our monitoring and diagnostic tools to maximize video system performance, further empower customer and reseller IT and support staff, and minimize system ownership costs.

Outsourced monitoring and management services are available on an annual contract basis, payable monthly per networked video system. Please contact your March Networks reseller for current options and pricing.

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