


# CameraSystem™ Capabilities Comparison

Innovation in Hardware, Software, and Service.

	 <b>AngelEye's Approach</b>	<b>Their Approach</b>
<b>Hardware</b>		
<b>On-screen Image Control</b>	Multi-function: on/off, pause, low light and orientation/ rotation	Limited to 'on/off'
<b>Custom Mounting Consultation and Recommendation</b>	Full mounting consultation to determine optimal mounting option and sourcing third-party parts if needed	Drop ship cameras with no mounting plan included. Hospital left to its own resources to determine with no best practice recommendation.
<b>Extended Warranty</b>	Yes	
<b>Free Spare Camera(s*)</b>	# of spare cameras is based on camera deployment quantity	No
<b>Repairs</b>	Accommodated in days (if needed)	Can take weeks - months
<b>Software</b>		
<b>Software Improvements</b>	Monthly (as needed)	
<b>Mobile App</b>	Designed for mobile; install on any device	No longer available
<b>Language Translator</b>	Over 130+ languages	Limited languages
<b>Secure User Login(s)</b>	Each family member individual login credentials for usage data collection	Single Family Login
<b>Support Multiples</b>	One account login to view all patients	Different logins for each patient
<b>Parent Feedback</b>	Embedded surveys allow parent feedback	No
<b>Site Notifications</b>	Communicate instantly with users when they log onto the AngelEye system	No
<b>Donor Recognition</b>	Support initial and ongoing fundraising efforts with in-App donor recognition and links for financial contributions	
<b>Caregiver Communication</b>	One-way text, photo, and video updates	One-way text only
<b>Multi-Solution Platform</b>	All solutions on a single platform; flexible based on unit needs with expansion capabilities	Single Solution

When considering adding NICU Cameras - choosing the right partner makes all the difference.

Download the Buying Guide Today.


The information detailed in this document is accurate to the best of our knowledge. Some spaces are blank where we were not able to obtain verifiable information.

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Let Us Show You the Difference.

	 <b>AngelEye's Approach</b>	<b>Their Approach</b>
<b>Security</b>		
<b>Account Structure</b>	Every user has their own account	Single account for all family members
<b>2-Factor Authentication (if requested by hospital)</b>	Enhances security for hospital & parent accounts	No
<b>Bed Management</b>	Integrates with the hospital's EHR, automating the camera assignment and discharge process	No
<b>Serverless Installation</b>	Architecture does not require an on-site server	Requires an on-premise server
<b>Remote Device Management</b>	Cameras are monitored and managed remotely to keep the cameras healthy through regular, reliable, and verifiable updates specific to your facility	
<b>Customer Support and Success</b>		
<b>Company Clinical Team</b>	15 NICU nurses; 1 Registered Dietician	No
<b>Customer Response Time</b>	Goal is within 24 hours; On average 1.7 hours	
<b>Issue Resolution Time</b>	Goal is within 72 hours; on average tickets are closed in 12.3 hours.	
<b>Free Spare Camera(s*)</b>	# of spare cameras is based on camera deployment quantity	No
<b>Customer Feedback</b>	In-house product development team actively gathers and leverages clinical and family feedback to enhance software features and prioritize our long-term roadmap	
<b>Utilization Data for Quality Improvement and parent satisfaction</b>	Individual end-user data	Aggregate family data only
<b>Post-Implementation Support</b>	Dedicated staff and family support	

To Learn More About AngelEye's CameraSystem or Other Solutions Schedule a Quick 30-minute Conversation.

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