

# CameraSystem

FEATURES COMPARISON 

	AngelEye's Approach	Their Approach
Hardware		
<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
Software		
<b>Software Improvements</b>	Monthly (as needed)	
<b>Mobile App</b>	iOS and Android- free download	No longer available
<b>Language Translator</b>	Over 100+ languages	Limited languages
<b>Secure User Login(s)</b>	Each family member has an individual login	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 support 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 within App donor recognition	
<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

## FEATURES COMPARISON

	AngelEye's Approach	Their Approach
<b>Security</b>		
Account Structure	Every user has their own account	Single Account for all family members
2-Factor Authentication (if requested by hospital)	Enhances security for hospital & parent accounts	No
Bed Management	Integrates with the hospital's EHR, automating the camera assignment and discharge process	No
Serverless Installation	Architecture does not require an on-site server	Requires an on-premise server
Remote Device Management	Cameras are monitored and managed remotely to keep the cameras healthy through regular, reliable, and verifiable updates specific to your facility	
<b>Customer Support &amp; Success</b>		
<b>Company Clinical Team</b>	9 NICU nurses	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>	Staff and parent utilization input supports ongoing software updates. Staff feedback for roadmap development facilitates long-term product effectiveness	
<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



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.