

Hik-ProConnect

Convergent security service solution

Energise your business
with **added efficiency**
and **peace of mind**





What is Hik-ProConnect?

Hik-ProConnect is a convergent, cloud-based security solution that helps manage services for your customers and helps you expand your business through subscription offers.

You can monitor the system health status of your customers' sites remotely, and even resolve problems, using a simple and reliable platform.

Hik-ProConnect enables you to customize security solutions for customers with fully-converged Hikvision devices, covering video, intrusion, access, intercom, and more.

AS A SECURITY BUSINESS TOOL, **HIK-PROCONNECT:**

Enables remote maintenance, proactive status monitoring and services to enhance your efficiency

Remote system operation and maintenance helps you proactively identify site issues and resolve most of them even before your customers notice. It helps create a more efficient workflow, enable you provide quality services to your customers, and reduce the need for site visits.

Addresses your customer needs with converged physical security devices and instant video verification

Hik-ProConnect allows multiple Hikvision devices to converge and work together as one system. Once unified, you can configure versatile device linkage rules tailored to your customer's requirements, such as intercom calls and intrusion or access events with video verification. Your customers can manage all devices with a single mobile application!

Expands your business by creating subscription plans for recurring revenue

Hik-ProConnect allows you to offer subscription packages to your customers in a proactive and professional manner. With reliable system convergence, you can customise services to each customer and expand conventional video and alarm sales and services into areas such as access control, intercoms, and smart doorbells. What's more, you can expand your business in the future alongside the platform and enjoy benefits such as cloud storage.

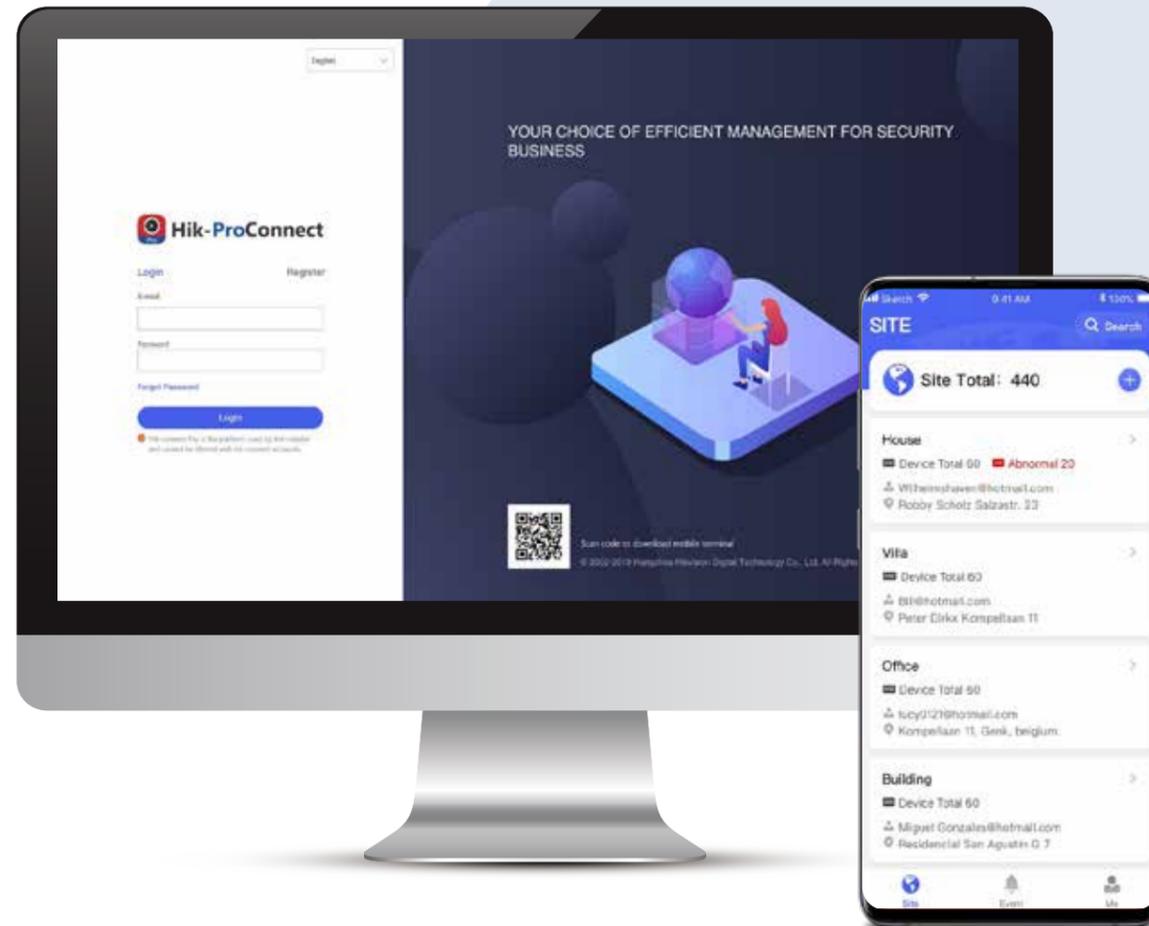
SOLUTION FEATURES

Remote system management and health monitoring

- Instant notification through the Hik-ProConnect portal, mobile app, or by email of device failure or communications loss, hard disk abnormality, and low battery status. Anomaly logs will be retained for 7 days for easy review.
- Remote device parameter configuration is also supported, for example enabling you to adjust video parameters and configure VCA rules, so as to reduce on-site maintenance.
- The health status of all authorized devices will be automatically refreshed every 30 minutes or less. Manual refresh is also supported.
- System Dashboard displays health status and problem areas by category, enabling you to find and resolve problems in a timely and efficient manner.

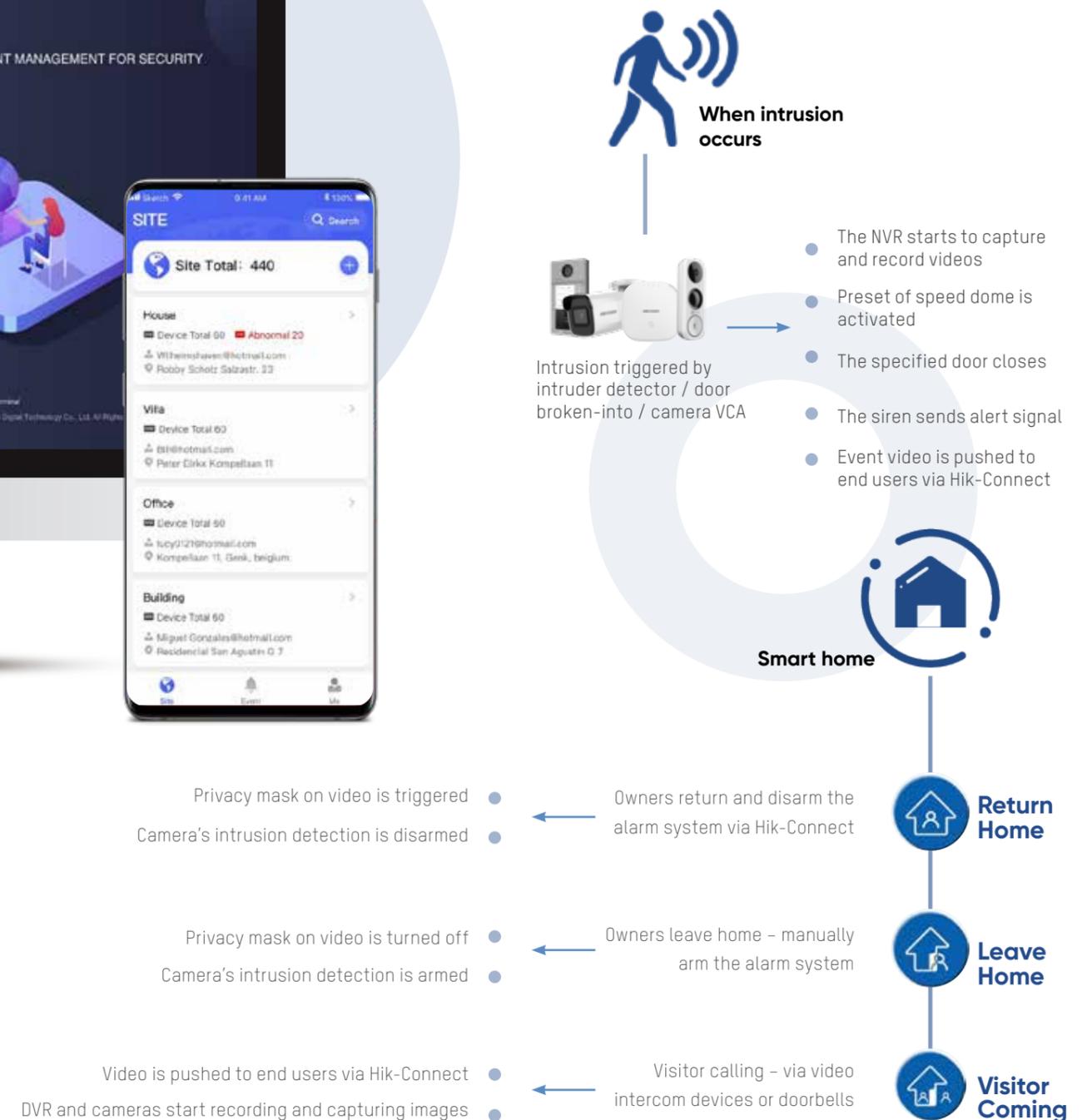
Reduced installation time

- A unified web portal supports adding devices in batches and quickly configures device parameters.
- The brand-new Hik-ProConnect app supports your on-site installation of video and alarm devices without the need for a laptop.
- You can add and configure devices and ask for customer authorisation remotely via Hik-ProConnect app, optimising and shortening the delivery process.
- Cloud P2P technology is available for quicker, easier setup without traditional port forwarding.



Flexible linkage across devices

Flexible linkage rules among multiple Hikvision devices, including cameras, recorders, security control panel, access control and video intercom devices, and doorbells, can be customised according to customers' specific needs, enabling you to flexibly set rules for event types, time schedules and triggered actions. End users can get notifications and view events with video clips via the Hik-Connect app.



Employee and permission management

You can also rely on Hik-ProConnect to improve management efficiency within your organisation. The admin account is able to create sub-accounts to manage multiple sites at once, enabling better business workflow and internal management.



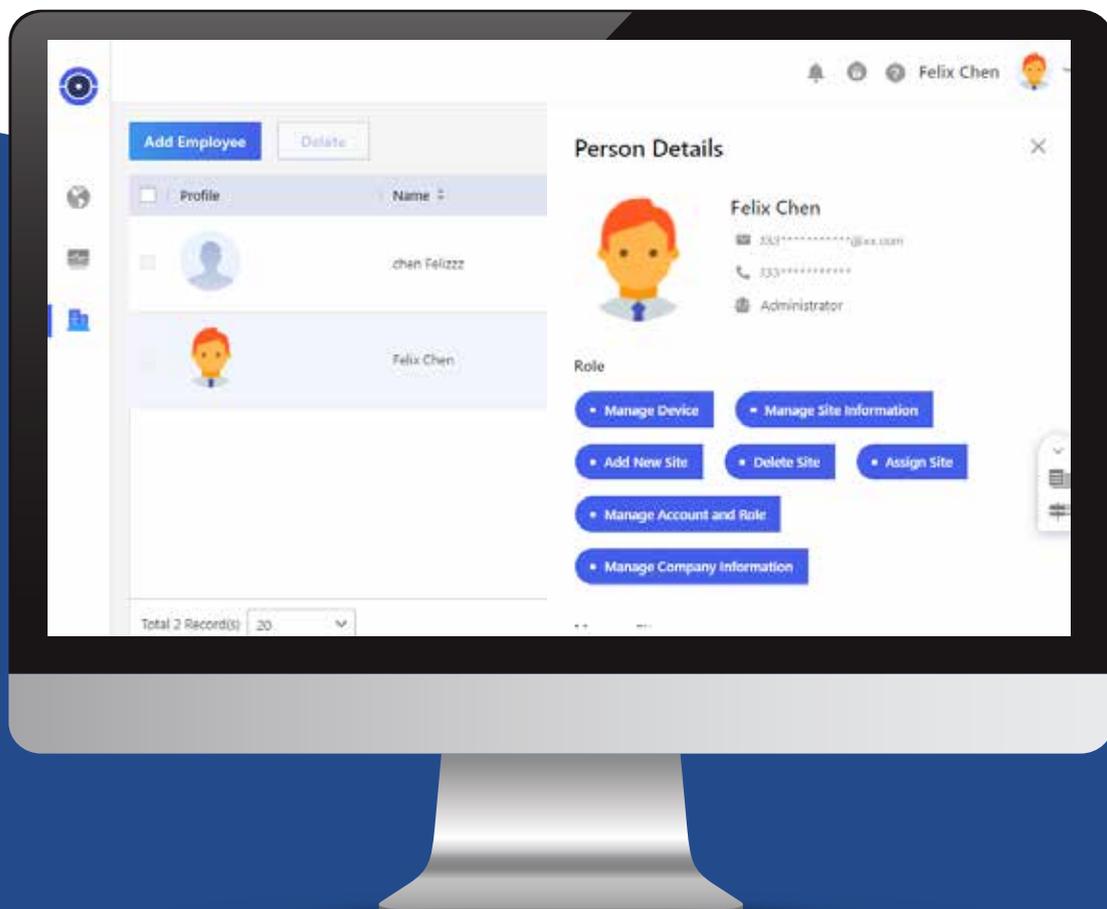
- Using account management on Hik-ProConnect, you can customise permissions and distribute to technicians and employees as needed – administrators or site managers, for example.



- Specific permissions include device management, site information management, adding or deleting sites, site assignment, account and role management, company information management, and more.



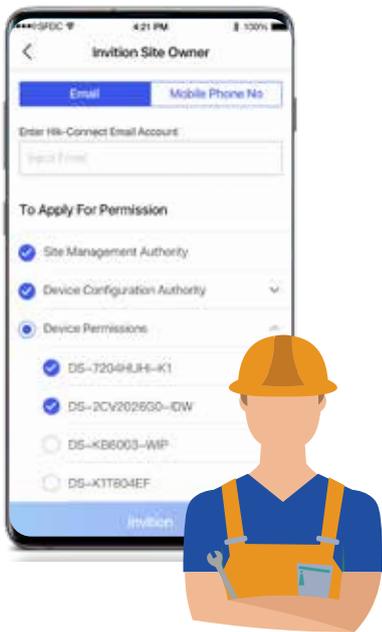
- An up to 90-day operation log is available to easily trace historical operations.



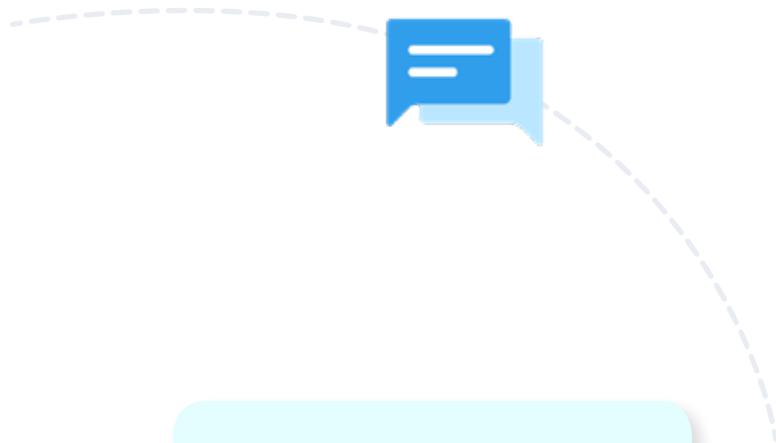
Customer authorisation for site management

After installation, you will need to apply for site management with your customers and configure access permissions, which protects customers' privacy and meets GDPR requirements.

- Via email or mobile message, you can invite customers to install the Hik-Connect app and accept your site management request with specified permissions, such as site information management, device configuration, device live view and preview, etc.
- Customers can choose to accept your request on their Hik-Connect app; they can also change your access permissions.



Site Manager



Hosted service

- With more secured Cloud P2P technology, Hikvision devices can get connected in most network environments and connect with software via the cloud, with no need for static IP, DDNS service or port forwarding, reducing your costs.
- Hosted service is highly flexible and scalable, so your upfront fees can be minimised and you can easily expand the system when you have more sites up and running.
- Cloud-based software keeps your customers always up-to-date with the latest features and system enhancements.



Co-branding

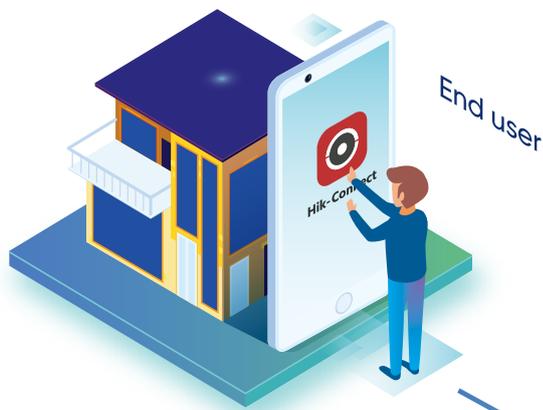
Your company logo will be presented on the screen when your customer opens the Hik-Connect app, which helps promote awareness of your brand, creates value-add and differentiation, and strengthens your products and services.

The logo of the installer company



SOLUTION FEATURES

SYSTEM STRUCTURE – HOW DOES IT WORK?



Hik-Connect

Easy-to-use mobile app to manage security devices

Installer



Hik-ProConnect

Centralised management and easy configuration with low cost and high efficiency



CCTV

Access Control/Intercom

Security Control

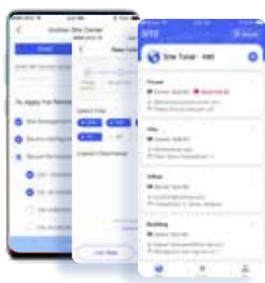
Video Doorbells

Hikvision Devices

INTUITIVE WEB INTERFACE AND MOBILE APP



- Centralised site and device management
- Easy to locate abnormal devices
- Devices added by scanning QR code or inputting serial number
- Abnormal device notification for instant response
- Device configuration both on-site and remotely
- Linkage and anomaly rule configuration
- Multiple languages supported



- User-friendly interface
- Centralised site and device management
- Device health monitoring with dashboard and report
- Anomaly centre and real-time notification of device error
- Configuration system rules in batch
- Multiple languages supported

TYPICAL SCENARIOS

Hik-ProConnect is an ideal solution for businesses and residential customers to use multiple devices, and manage single or multi-site locations using one login.



Customer value-added propositions

- Single interface to manage all connected devices
- Easy to verify alarm events with video clips
- System access from anywhere at any time
- No need to deploy servers for local VMS
- Video data encryption and privacy protection

GUARANTEED SYSTEM SECURITY

Hik-ProConnect employs industry-leading standards and protocols for maximum security and reliability. Additionally, it incorporates a highly functional design, user agreements, and interface notifications to keep your customers informed and better protect their privacy.

Security standards and protocols:

- TLS protocol for private and secure data transmission
- User-defined AES encryption key for stream encryption
- Irreversible algorithm on cloud for password protection

Powered by EZVIZ Cloud Platform, which is certified with CSA Star, ISO 29151, and ISO 27001, and is compliant with SOC2.

Hosted by Amazon Web Service (AWS) with full redundancy and network boundary protection.

Customer privacy protection:

- Both you and your customers can customise access permissions via portal or app settings as needed, which means customer sites will be managed remotely with explicit consent and authorisation.





HIKVISION®

Hikvision UK & Ireland
T +01628-902140
sales.uk@hikvision.com



Scan and register
on **Portal**



Scan and download
the **App**