



HEALTH MONITORING SERVICE

The Dijital Health Monitoring Service monitors both IoT Sensors and Electronic Security Devices on one platform for proactive and efficient maintenance.

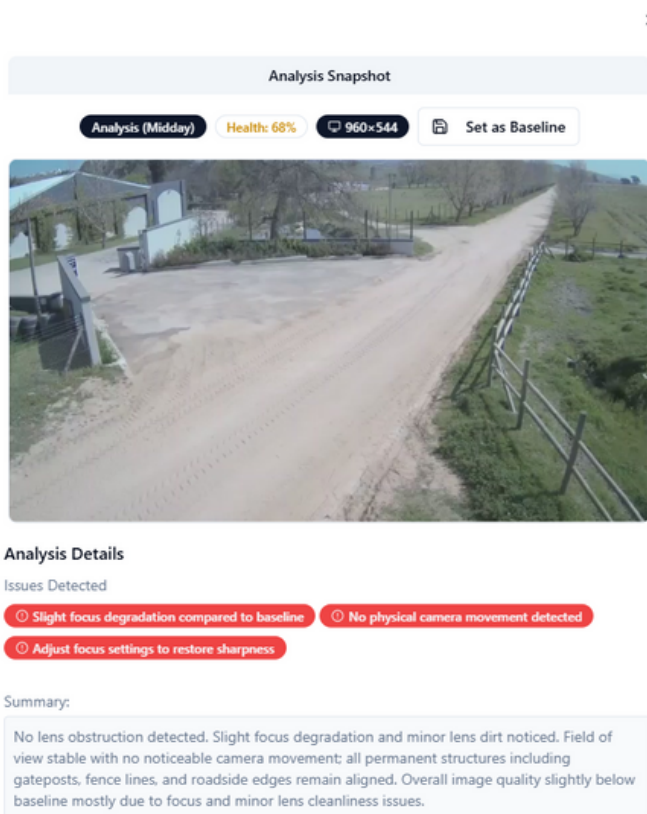
Through this service, we can monitor the health and status of an organisations electronic security devices across various locations; as well as environmental monitoring through IoT sensors. The service provides customised alerts and notifications such as devices offline, device tamper, or anomalies set up to be monitored.

Integrated with our ticketing system, our technical and customer service teams can proactively raise any device issues making resolution time much faster.

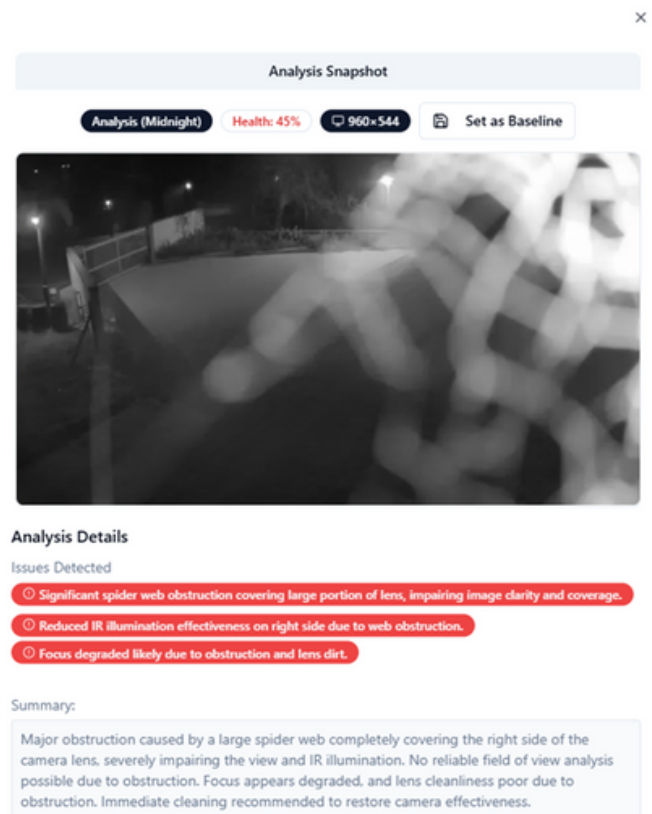
The service currently supports Avigilon Alta, Avigilon Unity, Dijital IoT Devices, Gallagher Security, Impro Access Portal, Sera4 and Virtual Machines.

NEW: AI-POWERED AGENT

The Dijital AI Agent enhances traditional health monitoring by introducing intelligent, around-the-clock analysis across your security ecosystem. During the day, it evaluates surveillance video feeds to confirm image quality, focus, and visibility, ensuring cameras remain clear and unobstructed. At night, the Agent adapts its analysis to detect issues such as glare, poor lighting, or obstructions like spiderwebs or other debris that may compromise visibility. Beyond video, it continuously scans log files across surveillance, access control, and intrusion systems for anomalies and misconfigurations, while proactively identifying cybersecurity vulnerabilities such as outdated firmware or weak configurations. By combining device health with AI-driven intelligence, the Agent provides predictive insights, faster fault resolution, and stronger resilience against both operational failures and evolving cyber threats.

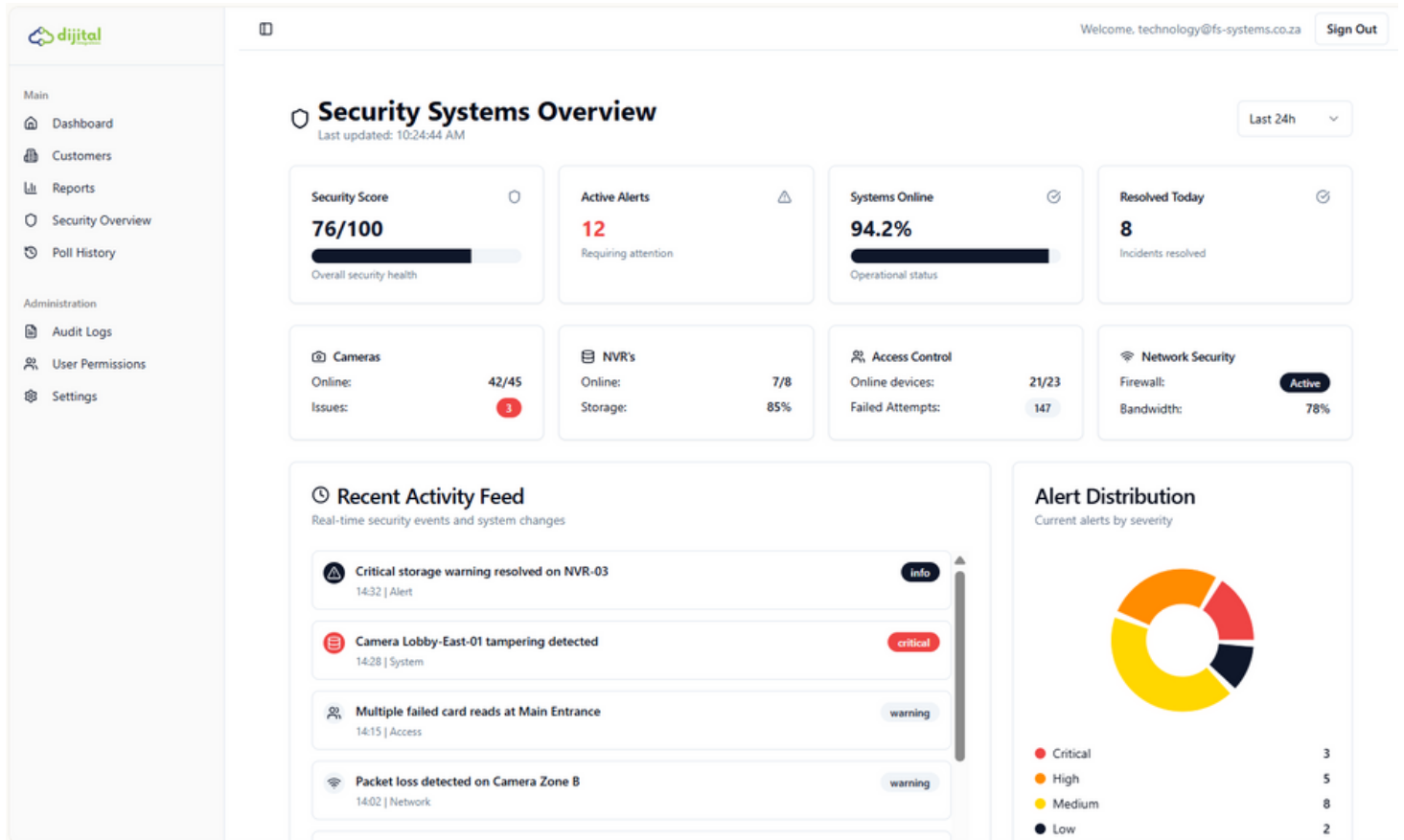


Daytime AI Analysis



Low light AI Analysis

NEW: AI-POWERED AGENT



Dijital AI Agent - Smarter Health Monitoring

Powered by advanced AI, the Dijital Agent extends monitoring into new dimensions:

- Detects image quality & tampering issues in real-time.
- Analyzes system logs to flag anomalies and misconfigurations.
- Identifies cyber vulnerabilities across surveillance, access, and alarm systems.
- Provides predictive insights for proactive maintenance and faster issue resolution.

MONITOR CRITICAL ALERTS FOR ELECTRONIC SECURITY SYSTEMS

Tailored to the leading technology that your organisation already has installed, the Dijital Health Monitoring System brings your separate security and life safety systems together on one platform for proactive monitoring.

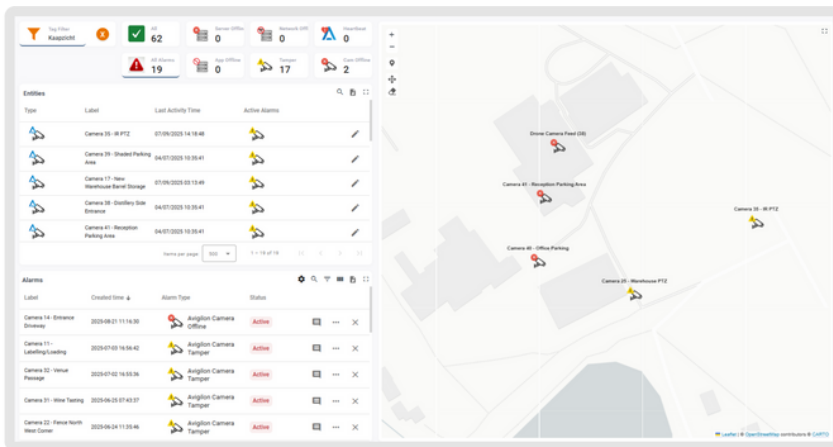
Always know the health of your devices, receive critical notifications in real time and gain better insight into your security and life safety eco-system with customised reporting.



Current Monitored Events include:

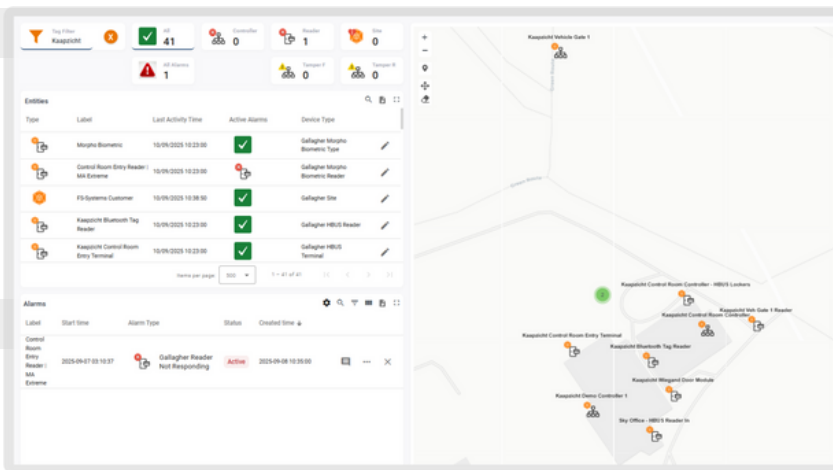
- Gallagher Server, Controller, Terminal and Peripheral Status
- Avigilon NVR Status and Camera Status, Camera Position Changed (Tamper) and Image Distortion (Tamper)
- Sera4 Lock Status and Low Battery Alerts
- Impro API Server Status, Terminal Status and Peripheral Device Status
- VM Status (Shutdown, Restart, Start) and Windows Update Pending
- Fire Panel – Fire, Fault, Service, Lid Tamper and Power Status

MONITOR CRITICAL ALERTS FOR ELECTRONIC SECURITY SYSTEMS

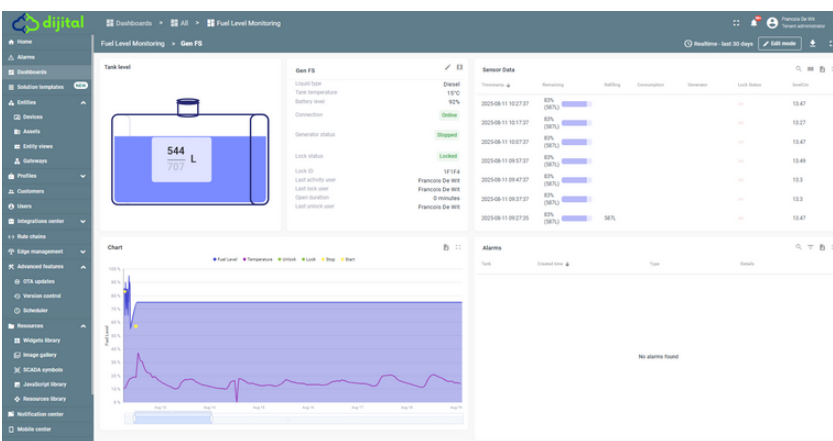


Real-time monitoring of all devices connected to your Electronic Security systems including NVR's, Cameras, Controllers, Terminal, Peripherals, Bluetooth Locks, Servers and Virtual Machines.

Monitor your **Avigilon Video Surveillance** infrastructure.

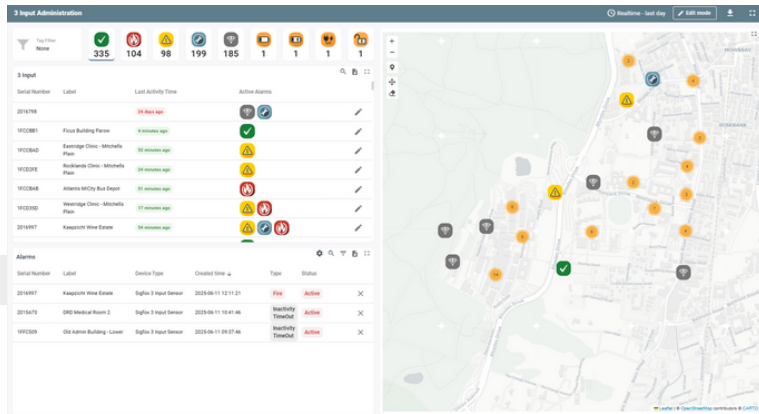


Monitor your **Gallagher Security Access Control** infrastructure.



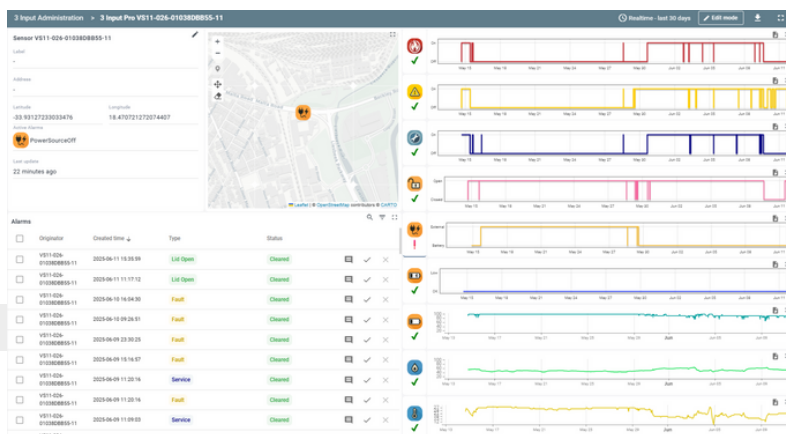
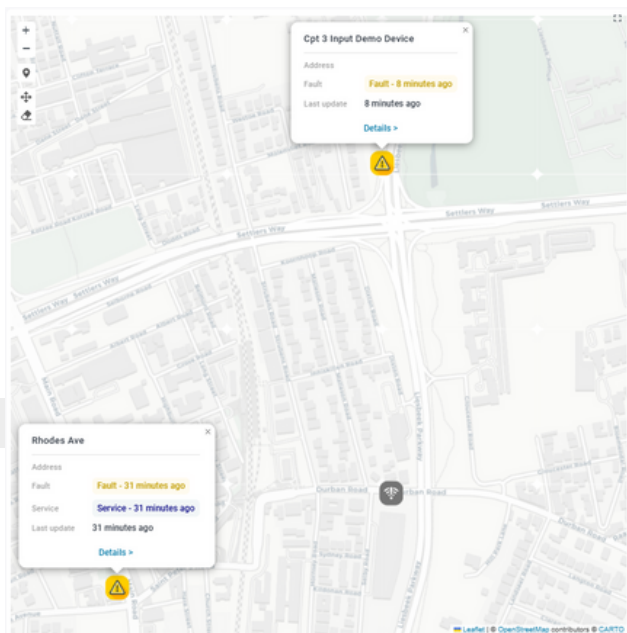
Our **Fuel Management Solution** seamlessly integrates with Sera4's keyless access system to deliver complete accountability and control. Every fuel transaction is securely logged against specific sites & users, creating a clear audit trail. By overlaying access logs, fuel usage data, and generator logs into a single unified view, operators gain powerful insights into consumption patterns, site activity, and operational efficiency. This approach not only prevents misuse but simplifies reporting and strengthens decision-making.

IOT FOR FIRE & FUEL MANAGEMENT AND MORE



Manage critical alerts from Integrated IoT & 3rd party devices, with real-time reporting.

Real-time Map View of all devices connected to the platform for easy overview of devices in an alert condition.



Obtain insights of all your connected devices and systems through customised analytics and reporting.



Contact us for a live demonstration of the Dijital Health Monitoring Service and keep an eye out for feature enhancements and new product updates.

CONTACT US

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