irisys

Estate Manager
People Counter Management Tool

**Global
Network
Support**

Estate Manager software - enterprise-level estate management

Enabling you to manage an entire worldwide network of Irisys devices from your web browser, Estate Manager software enables you to deliver fast and effective solutions to your customers, and stand out from the competition.

Optimising the management of your network of Irisys people counting devices enables your business to attain higher levels of operational efficiency and provide enhanced levels of service - while also saving time and money!

Estate Manager professional toolkit is a feature rich, enterprise software solution for remotely configuring, maintaining and managing a connected network of Irisys devices - all from a central location - providing fast and effective support, where and when your customers need it.

- Connected: Real-time, 360° visibility of the status of your entire estate of IP connected Irisys people counters

- Aligned: Expertise on hand when necessary, helping to lower install and support costs while maintaining - and even improving - customer service

- Scalable: Designed and proven to support multi-thousand device installations

- Flexible: On-site or cloud hosted

- Responsive: Dynamic problem solving for rapid issue resolution and reduced downtime

- Performance: Highly flexible, the Estate Manager suite of tools can be configured to suit your business needs

- Integrated: From device management to data collection all within one integrated tool

We chose Irisys' Estate Manager as our tool of choice because it is designed to be robust and effective in managing our clients' widespread estates of devices.
Phil Cox
Managing Director,
Coretech Solutions

Managing your estate - just got easier...

Estate Manager software provides a comprehensive view of your Irisys network, giving you the ability to manage this effectively and to maximise the performance of your assets - no matter where they are in the world.

With Estate Manager software you now have powerful remote capability for:

• At-a-glance monitoring of device condition across your estate

• Device configuration and audit

• Checking device connectivity

• Dynamic error and diagnostic monitoring

• Scheduling automatic backups, video validation files and other tasks

• REST APIs for easy data collection and extraction

• Back-up and restore

• User accounts and permission levels

• Count logging and graphing diagnostic tool

• Extendability to other sources of data

• Carrying out firmware updates and downloads

Note: Backwards compatibility introduced as part of the Irisys platform, Estate Manager software works with all Irisys IP enabled Gazelle people counters; it is also fully compatible with the Irisys 3010 and 3030 generation of IP units.

Worldwide networks at your fingertips

Access your worldwide estate of people counters quickly and easily

## Estate Manager platform - how it works

With information presented in an easy to read dashboard format, details on device activity, location and status, plus completed scheduled user activities, can be readily viewed.

At the core of the Estate Manager platform is the Address Book, containing records of all devices across an estate. These can be organised in multiple ways depending on user requirements, so it is tailored to your business. There are also 'quick links' to system groups such as new devices, or those which are disconnected, for ready access to key information on current device status.

The Estate Map function 'visualises' the estate in the real world, showing the position of individual or clusters of devices on either a macro or micro level; icon colours act as indicators of the device condition, with green showing fully operational devices, red as devices in error and yellow as an alert for users to devices in warning.

Users are able to drill down for device level information either via the Address Book or the Estate Map Function.

Accessed via a web-portal, Estate Manager software is supported by most browsers and by many devices.
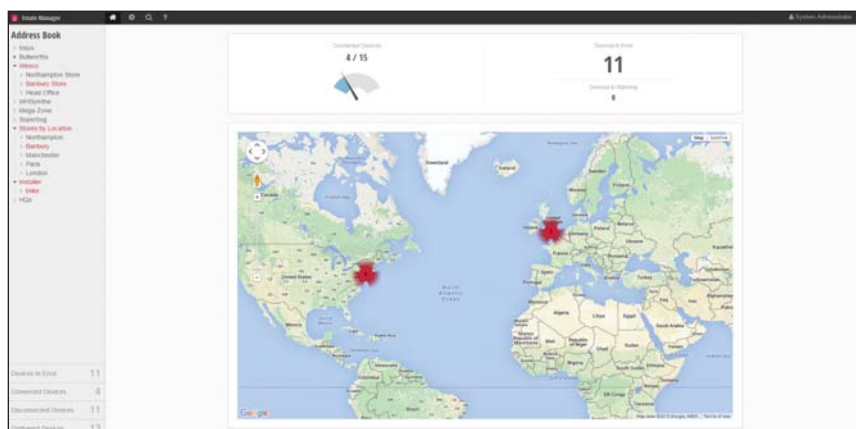
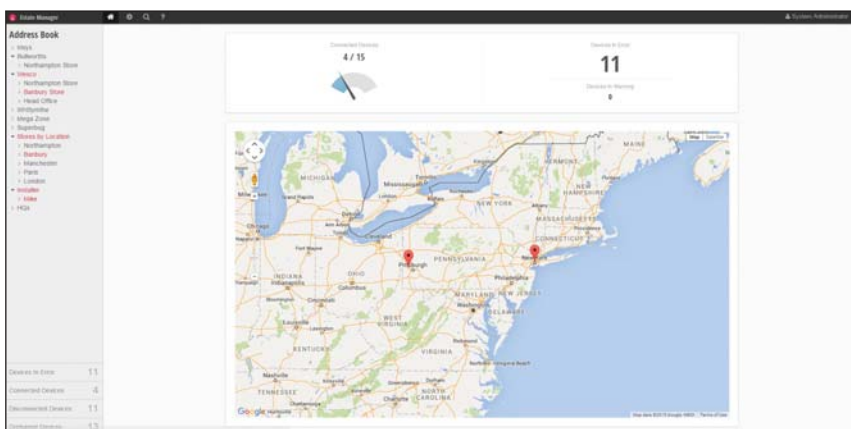## Address Book - getting the best out of your estate

Designed to deliver optimal estate performance, the Address Book facilitates the day-to-day management of your network of people counters. It allows devices to be organised in a way which best meets the needs of your business, however complex, and for vital information to be retrieved with ease to minimise device downtime and enhance asset utilisation. Key functionality includes:

- Fully customisable view of your estate of devices

- Flexibility to organise your estate as required e.g. by brand, by location or region, by device type or any combination

- Ability to create hierarchies for grouping devices to aid easy management and administration; devices can occupy multiple groups

- Automatic population of groups saves time and effort in manually assigning devices to groups and reduces potential for user error

- Dynamic allocation to groups reflecting any changes to rules or filters

- Settings can be easily edited, at anytime

- Pre-create groups ahead of device install for immediate population when first connected

- Device listings for groups are readily available in real-time

- 'Quick links' available for identifying system groups based on device status i.e. new devices, devices in error, devices in warning, connected devices, disconnected devices, orphaned devices and unlicensed devices

In addition to creating groups based on configuration data embedded within each device, extra data fields (meta data) can be created and customised within the Estate Manager database. This enhanced grouping function allows a richer set of parameters for grouping devices in the Address Book - particularly useful for grouping pre-existing networks of devices, where devices may not have been setup optimally, or where it is difficult to change devices to meet your business requirements.

User-friendly & easy to use

Device information

Detailed information on each device is readily accessible via the device information page – giving you everything you need from:

- All activity associated with a device such as periods of disconnection, scheduled events and snapshots

- A function to set the location of the device so that this appears correctly on maps used within the Estate Manager tool

- A log of errors and warnings which have occurred - providing a wealth of information to assist with accurate diagnosis of any issues and creating a valuable historical device record.

Remote configuration

Made easy through:

- Remote configuration from a single, central point

- Configuration tools available via web interface

- An in-built People Counter Setup Tool (PCST) enables remote configuration of count lines and counting operations

- PCST also allows remote viewing of video for Irisys DualView™ enabled devices

- Count logging and graphing tool for easy visualisation for fault finding

Estate Manager helps you to identify, diagnose and fix problems without costly site visits
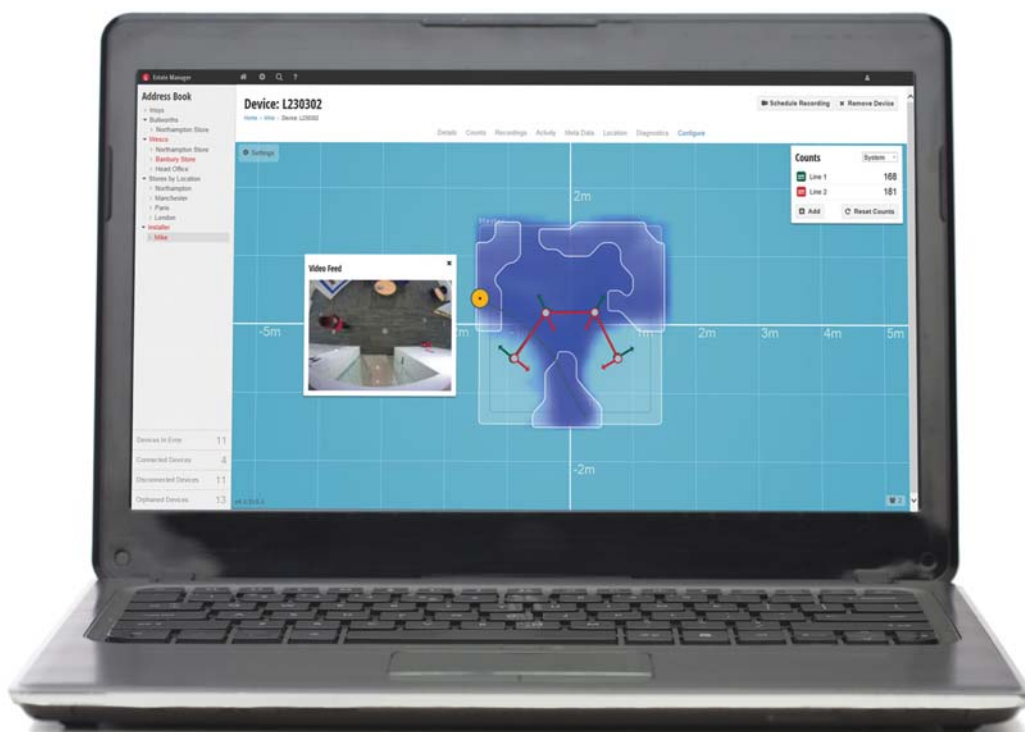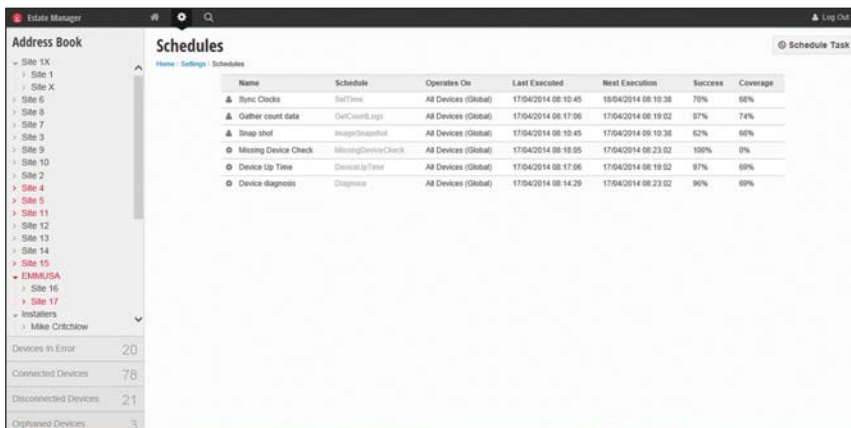
Scheduling

Most of the device management operations within the Estate Manager suite occur automatically, but there is the facility for the user to schedule specific tasks. Options include:

- Backup of configuration settings for a device - format compatible with PCST. Can be used to set device configuration where a device may have been replaced

- Regular Image Snapshot designed to capture a still video image of a scene (DualView™ units only). Valuable in the configuration, verification and audit process, it also allows comparisons between an installation scene with later snapshots to determine if there have been changes to the physical layout of a location

- Synchronization of the time between a device and the machine running the Estate Manager software

Scheduling can be applied to all devices, a group or an individual device. Tasks can be scheduled for immediate execution, set times and repeat according to defined conditions or for a set period; multiple tasks can also be chained together to occur sequentially.

Remote validation

With the Gazelle DualView device, you can use the integral video mode to validate the accuracy of the device from anywhere in the world. Reducing the need for costly on-site visits and response times for your customer's support needs, it makes routine maintenance and validation tasks a process that's quick and simple.

Using the Estate Manager scheduling tool to arrange for video validation files to be recorded and downloaded, you can set up the process for anything from one device to your whole estate in just a few minutes.

Giving huge savings in time across your estate, Estate Manager is an efficient, easy to use tool that can cater for anything from individual devices to worldwide networks.

Discover huge time savings

Data extraction

Estate Manager software provides access to count data via its Web API (REST API). The Web APIs allow access to the following data:
- List of attached devices
- Count logs from devices
- Address Book
- Orphaned devices

Web APIs are secured by a unique API Key that will prevent unauthorised access to the data. Web API data is returned either as XML or JSON format.

Connection forwarding

Communication between a device and other software such as a data collection package, can be enabled by using the connection forwarding feature. These connections can be set up by device, by group or for all devices.

Estate Manager makes managing large, worldwide networks of people counting devices simpler and easier than ever before

Hosting

Estate Manager can either be hosted on premises, remote server, or the Cloud. The architecture allows for failover protection and simple scaling by addition of further services or VMs.

User management

Professional user access level and permissions to allow Estate Manager to be used by data managers, installation and service managers, and configuration engineers alike. Flexible enough to encompass all needs.
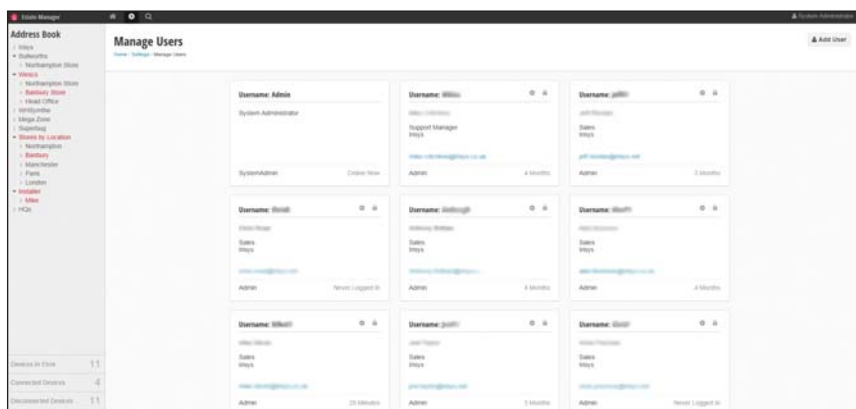
Training and certification

Full remote training can be accessed via Irisys' e-learning system and accreditation is available upon successful completion of training modules.

The Estate Manager software solution offers a true advance in the management of your network of people counting devices. Through this unified framework, you have all the tools at your fingertips to help you control resources, improve decision making, lower costs and increase customer satisfaction.

Note: The functionality of the Estate Manager Device Management System will continue to be expanded in future releases.

Flexible suite of tools

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