

SECUREGUARD® CLOUD

Dealer FAQ

01 What is SecureGuard® Cloud?

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SecureGuard® Cloud Video Management System (Cloud VMS) is a surveillance platform that stores, manages, and provides access to video footage through secure cloud infrastructure, providing flexibility, scalability and intuitive user management. Rather than relying solely on on-site recording devices and dedicated viewing appliances, users can view live video, search recordings, receive alerts, and manage cameras from virtually anywhere with an internet connection. SecureGuard® Cloud VMS enables cloud-based video viewing and storage and remote access with any compatible Speco Technologies cameras and recording devices.

Which Speco Technologies cameras are compatible?

SecureGuard® Cloud VMS works with many Speco Technologies surveillance products, including:

- Speco Blue IP Cameras
- Speco Blue NVRs
- Speco Blue Hybrid DVRs
- Speco Bridge (Cloud NVR)

Compatibility may vary by model and firmware version. Always verify compatibility with your Speco representative before deployment.

Why choose Speco Technologies for cloud surveillance and storage?

Speco Technologies combines professional-grade cameras, recording solutions, and cloud services into a unified security ecosystem. Benefits include:

- Infinite scalability
- Simplified multi-site management
- Ongoing software updates
- Reliable hardware
- Secure cloud storage options
- Health monitoring
- Remote troubleshooting
- Centralized remote monitoring capabilities
- Mobile access

02 Partner Program

How do I become a Speco Cloud Partner?

Becoming a Speco Cloud Partner is a simple process:

1. Complete the online Speco Cloud Partner application.
2. Review and accept the online partner agreement.
3. Provide a valid credit card for recurring monthly billing.

Once approved, partners can begin offering cloud video surveillance services to their customers.

How much can partners mark up cloud services?

Pricing is determined entirely by the partner. Speco Technologies does not mandate retail pricing, allowing partners to establish margins based on their market, customer requirements, and service offerings.

Partners are encouraged to evaluate local competition and create pricing structures that support both profitability and customer value.

Does Speco charge a startup or setup fee?

No. There are no startup fees, onboarding charges, or initial setup costs associated with becoming a Speco Partner.

Speco provides the tools, resources, and support needed to help partners launch and grow their cloud surveillance business.

How long does it take to set up a partner account?

The typical setup time is approximately two business days after Speco receives:

- A completed credit card authorization form
- All required company and branding assets
- Any additional onboarding documentation

Once the account is approved and activated, partners can begin provisioning cloud services for customers.

Are there any long-term commitments required?

Cloud services are billed on a recurring monthly basis, providing flexibility for both partners and their customers. Partners should review the current partner agreement for specific terms and conditions.

What support is available to Speco Partners?

Speco Partners receive access to:

- Technical support resources
- Cloud platform onboarding assistance
- Product training materials
- Sales and marketing support
- Ongoing software and platform updates

These resources are designed to help partners successfully deploy, manage, and grow cloud-based video surveillance solutions.

What are the benefits of becoming a Speco Cloud Partner?

Benefits include:

- Recurring monthly revenue opportunities
- Improved operational efficiency with remote serviceability
- Access to cloud-enabled surveillance solutions
- Simplified remote video management
- Scalable solutions for single-site and multi-site customers
- Strong distributor and manufacturer support
- Flexible pricing and service models

The partner program enables dealers and integrators to expand their service offerings while building long-term customer relationships.

03 Cloud Video Management

Can I view live video remotely?

Yes. Users can enable Cloud Streaming to securely access live video streams from connected cameras using any web browser or SecureGuard® Cloud mobile application.

Can I access video from multiple locations?

Yes. SecureGuard® Cloud VMS platform is ideal for organizations with multiple sites through a single interface. SecureGuard® Cloud VMS is designed to support centralized management and viewing across multiple locations.

Does the system support mobile devices?

Yes. SecureGuard® Cloud VMS offers mobile applications for iOS and Android devices, allowing users to:

- View live video
- Review recorded footage (on-site and cloud stored)
- Search video history
- Download and share video clips
- Monitor events remotely

You can find the SecureGuard® Cloud app to download in iOS App store and Google Play store.

What happens if my internet connection goes down?

If there is a local storage solution (NVR, DVR, SD Card), video will be recorded to the local storage device and will be viewable once network is restored. If internet is unreliable or there is concern of lost connectivity for cloud storage deployments, it is recommended to have on-site recording as redundancy.

Can SecureGuard® Cloud VMS scale as my business grows?

Yes. One of the major advantages of SecureGuard® Cloud is scalability. Additional cameras, locations, and storage can be added without major infrastructure upgrades, making the system suitable for scaling.

What video resolutions are supported?

SecureGuard® Cloud VMS supports cloud recording up to 8MP resolution per channel on supported devices. Live viewing and playback from local storage devices will depend on the camera and recording settings.

Can I receive alerts and notifications?

Yes. SecureGuard® Cloud VMS supports health status notifications as well as event-based notifications, such as email alerts and push notifications via the mobile application when alarms or system events occur.

Which application is SecureGuard® Cloud VMS suitable for?

SecureGuard® Cloud VMS solutions with Speco cameras are commonly used in:

- Retail
- Restaurants
- Education
- Healthcare
- Warehouses
- Datacenters
- Office buildings
- Multi-site enterprises
- Residential

The centralized management and remote accessibility make cloud surveillance especially valuable for organizations with multiple locations.

Can existing Speco camera systems be migrated to the cloud?

In many cases, yes. Existing compatible Speco cameras, DVRs, and NVRs can be integrated into a SecureGuard® Cloud VMS. A system assessment is recommended to determine compatibility and upgrade requirements.

04 Cloud Storage

What is cloud storage for CCTV and surveillance systems?

Cloud storage for surveillance systems securely stores video footage on remote servers instead of relying solely on local devices such as DVRs, NVRs, or on-site hard drives. This allows users to safely store recordings offsite and have access from anywhere with an internet connection.

How does cloud video storage work?

Cameras or recording devices upload video footage to secure cloud servers over an encrypted internet connection. The footage is then stored, indexed, and made available for viewing, searching, downloading, and sharing through a web portal or mobile app.

What are the benefits of cloud storage compared to local storage?

- Reduced hardware complexity
 - Lower capital creation cost
 - Remote access from anywhere
 - Protection against theft, vandalism, or hardware failure
 - Automatic backups
 - Flexible storage capacity
 - Easier maintenance and updates
 - Simplified multi-site management
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Is recorded footage stored in the cloud?

Yes. SecureGuard® Cloud allows video recordings to be stored in the cloud and can also be set up to support local on-site recording. This provides redundancy and helps protect critical footage from on-site hardware failures, theft and vandalism.

Is my video footage secure?

Yes. Video data is protected using encryption during transmission and while stored in the cloud. Access, authentication, and audit logging help ensure only authorized users can view footage.

Who can access my recordings?

Only authorized users with valid credentials and appropriate permissions can access recordings. Administrators can manage user roles and access levels.

Can I control how long footage is retained?

Yes. There are several cloud storage plans based off retention time periods, as well as a customizable storage plan with configurable frame rate, resolution and recording types.

How do you protect against data loss?

Data is replicated across multiple storage systems and data centers, providing redundancy and disaster recovery protection.

How much storage do I need?

Storage requirements depend on your application and needs. There are preset storage plans available and our team can help estimate storage needs based on your deployment. Retention time can always be adjusted remotely at any time.

What happens when I reach my storage limit?

Old footage will be automatically overwritten. Additional storage may be purchased and retention policies can be adjusted at any time.

Can I download footage for evidence or investigations?

Yes. Authorized users can share and download video clips in standard formats for investigations, audits, or legal purposes.

How do I view my recordings?

You can access recordings through:

- Web browser
 - Mobile application
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Can multiple users access the system?

Yes. The platform supports multiple simultaneous users with customizable permissions and role-based access control.

Can I manage cameras at multiple locations?

Yes. The platform is designed to manage cameras across multiple sites from a single dashboard.

What internet speed is required?

Requirements vary depending on camera count and video quality. Upload bandwidth is the most important factor because footage must be transmitted to the cloud.

Will cloud storage affect camera performance?

Cloud storage should not impact camera performance. Bandwidth usage can be optimized through compression and recording settings.

What is your service availability?

We aim for high availability and reliability through redundant infrastructure, monitoring, and failover systems. Specific uptime commitments are provided in our Service Level Agreement (SLA).

Where is my data stored?

Data is stored across multiple storage locations across North America.

Is an audit trail available?

Yes. Administrative actions, user access, and system events are logged for security and compliance purposes.

05 Billing & Support

How is pricing calculated?

Pricing is based on number of cameras, resolution and storage plans.

Is technical support included?

Yes. Speco Technical Support is included for our partners and includes email, phone, and online knowledge base resources.

Can I upgrade my plan later?

Yes. The cloud platform allows you to add cameras, increase or decrease storage, or extend retention periods as your requirements grow.

06 Analytics

Does the platform support AI-powered video analytics?

SecureGuard® Cloud leverages the advanced analytics that are supported in our Speco devices.

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|---------------------------|-------------------|-------------------------|
| • Motion Detection | • Region Entry | • Object Removed |
| • Line Crossing | • Region Exit | • Object Left Behind |
| • Region Intrusion | • Loitering | • Audio Exception |
| • Person Detection | • Illegal Parking | • Heat Map |
| • Vehicle Detection | • Target Counting | • Tampering |
| • License Plate Detection | • People Counting | • Fire Detection |
| • Facial Detection | • Crowd Density | • Temperature Detection |
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Can I receive alerts from my cameras?

Yes. Alerts can be configured for specific events and delivered via email, SMS or push notifications.

Can I search footage by events?

Yes. You can search footage based on motion events, objects, people, vehicles, or custom rules.

06 Get Started

Ready to become a Speco Cloud Partner?

You can reach out to a Speco Sales Representative in your area to request a demo.

<https://specotech.com/meet-your-speco-sales-rep/>

Or visit Speco Technologies website to register to become a partner.

<https://specotech.com/secureguard-cloud/>