

HIKVISION®

# Hik-ProConnect

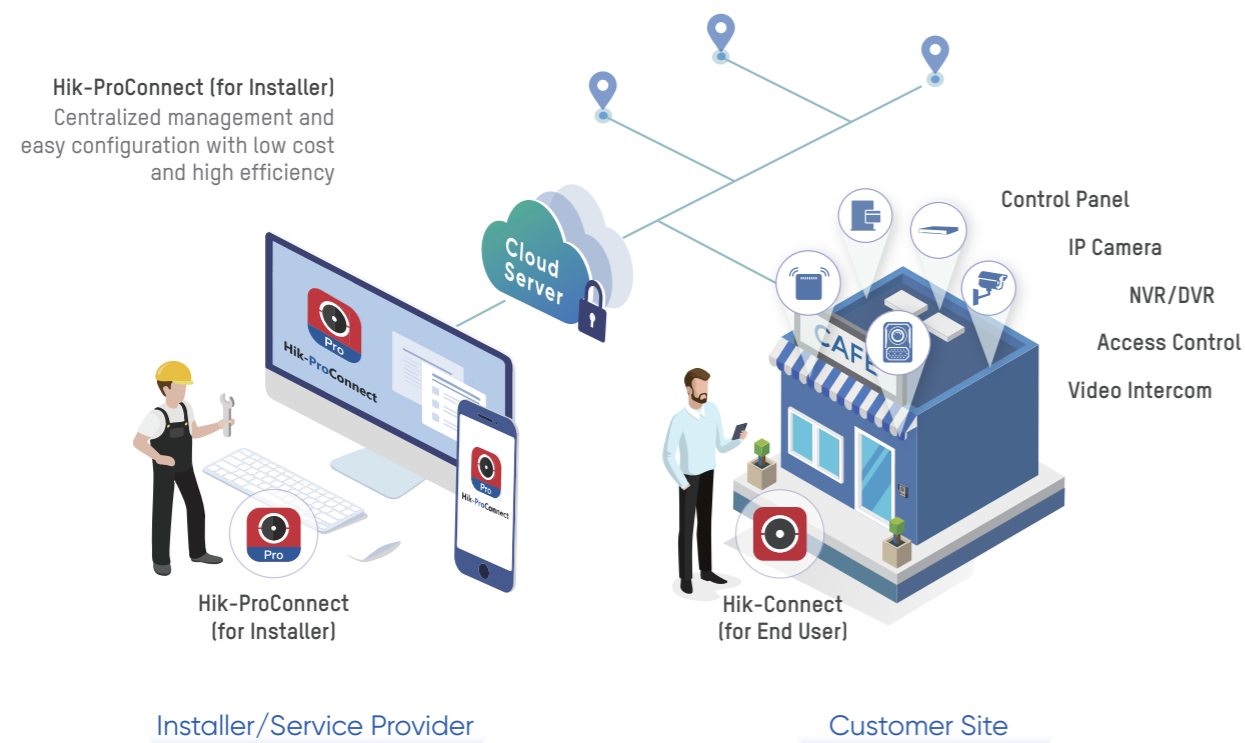
Convergent security service solution

Energize 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 expand your business by subscription offers.



# 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 site visits.

## Addresses your customer needs with converged physical security devices

Hik-ProConnect allows various 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. What's more, your customers can manage all devices with a single mobile application!

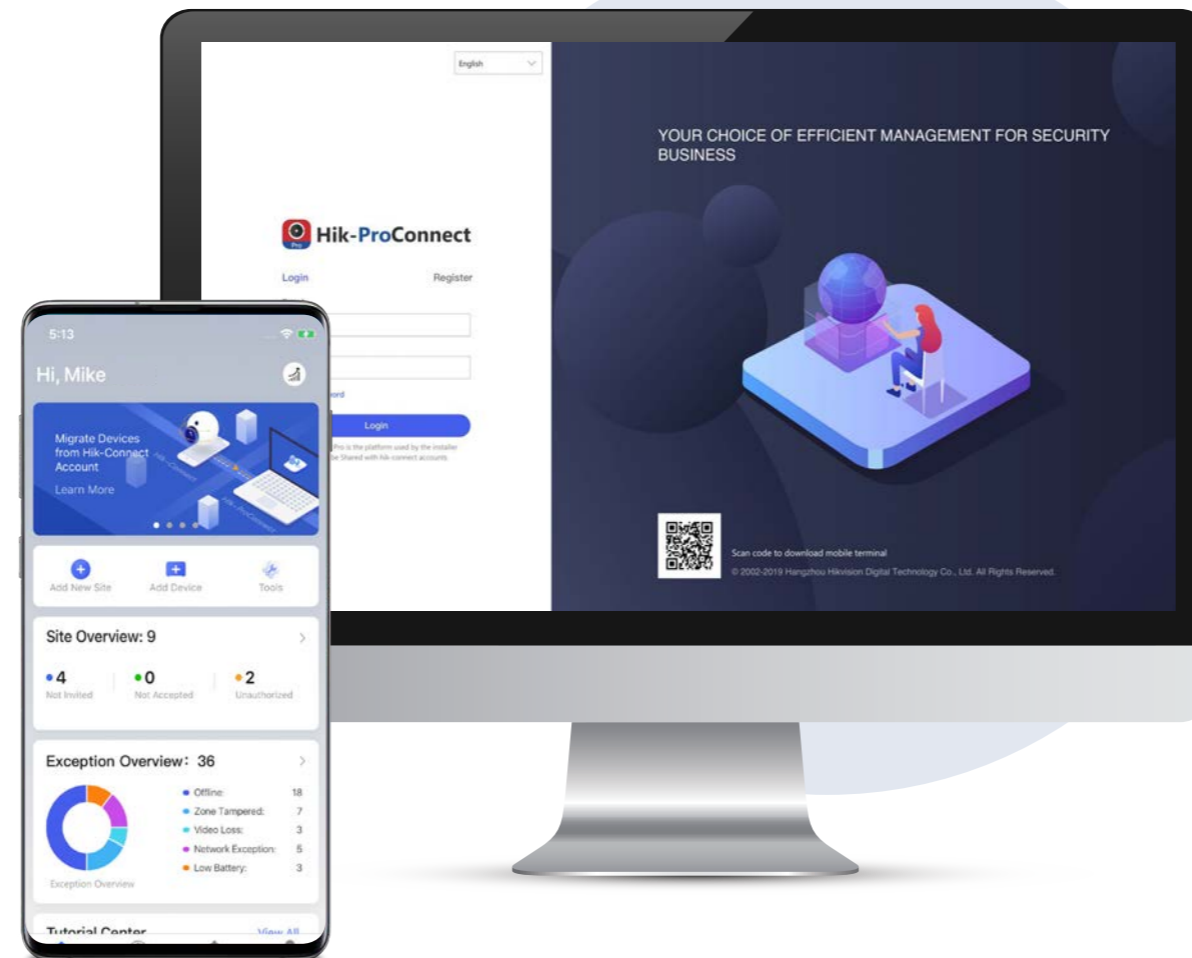
## Expands your business by creating subscription plans for recurring revenue

In a proactive and more professional way, Hik-ProConnect allows you to offer subscription packages to your customers. With reliable system convergence, you can customize 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 as the platform expands 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 reserved 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 of a laptop.
- You can add and configure devices and ask for customers' authorization remotely via Hik-ProConnect app, optimizing 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 various Hikvision devices, including cameras, recorders, security control panel, access control and video intercom devices, and doorbells, can be customized 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 Hik-Connect app.

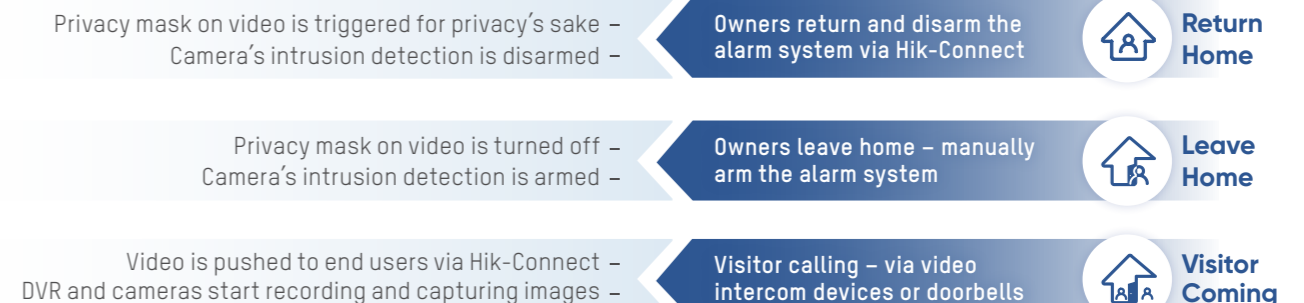
\*Tips: The version of the Hik-Connect app mentioned in this brochure should be V.4.0 or above.



- ▶ The NVR starts to capture and record videos
- ▶ Preset of speed dome is activated
- ▶ The specified door closes
- ▶ The siren sends alert signal
- ▶ Event video is pushed to end users via Hik-Connect



Smart home



## Employee and Permission Management

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



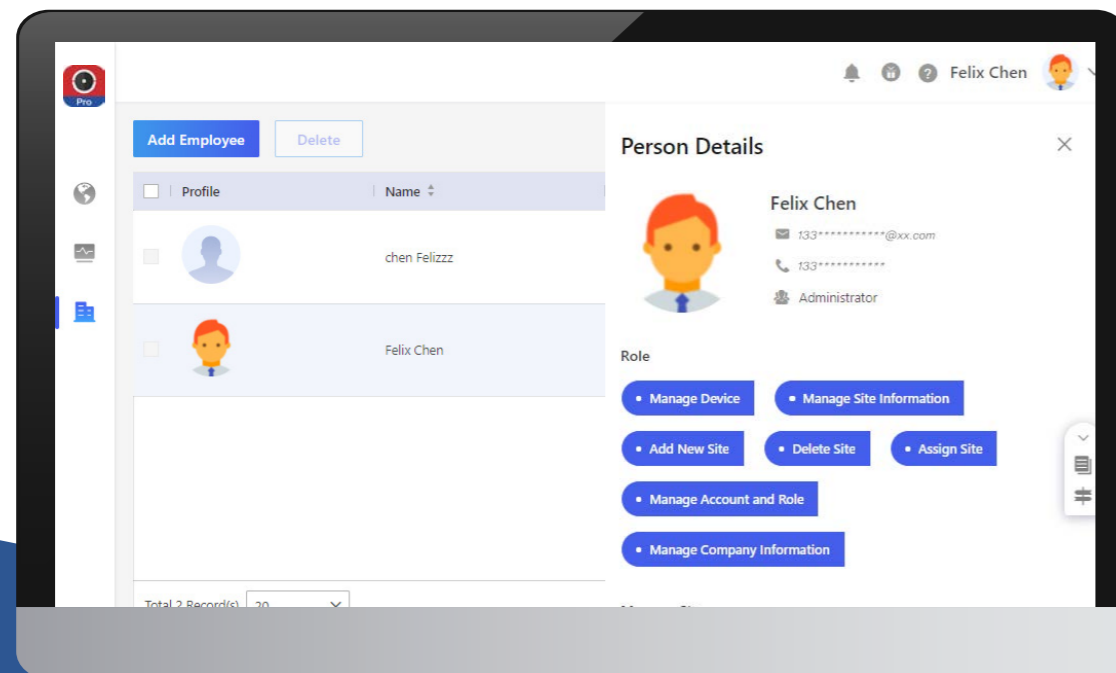
- Using account management on Hik-ProConnect, you can customize permissions and distribute to technicians and employees as needed – administrators or site managers, for example.



- 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.

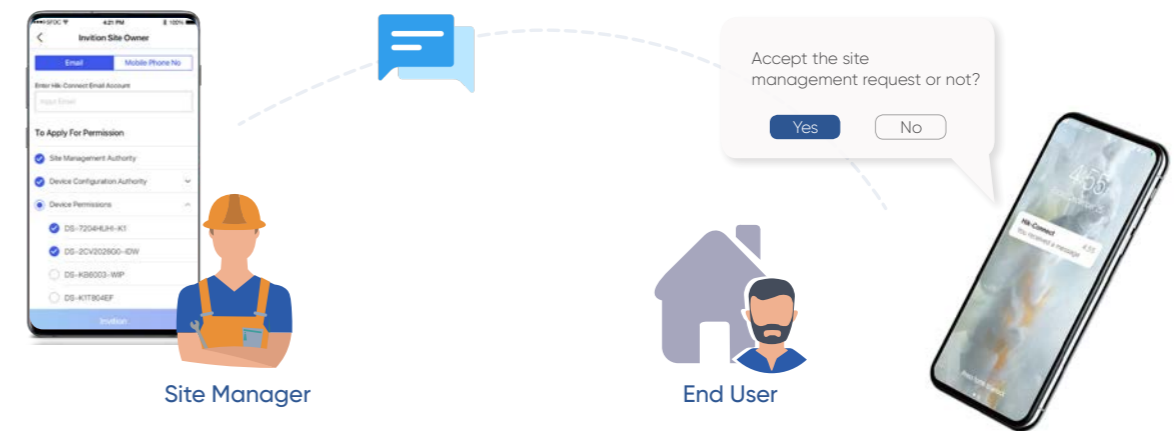


## Customer Authorization for Site Management

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.

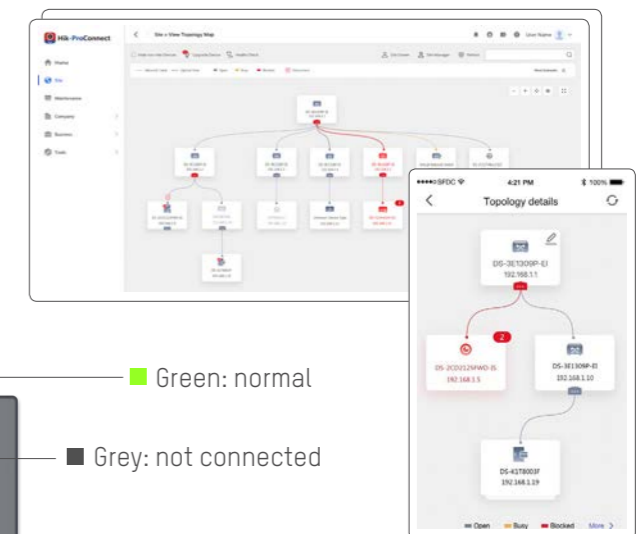
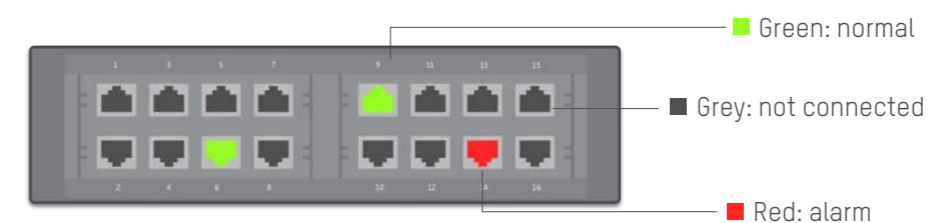
- Customers can choose to accept your request on their Hik-Connect app; they can also change your access permissions.



## Visualized Network Topology

With Hik-ProConnect and Hikvision's smart managed switches, you will enjoy visual management of on-site networks remotely, get alarm notifications in a timely manner, and improve maintenance efficiency.

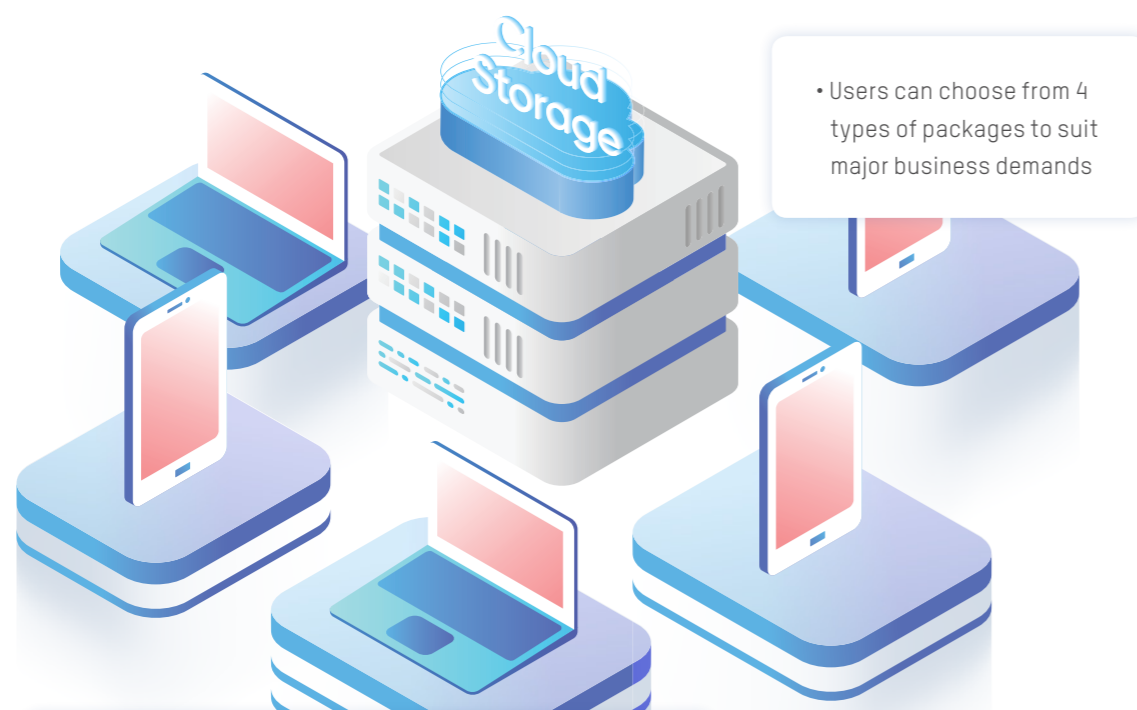
- Create centralized and visualized management of all Hikvision IP devices and network conditions
- Efficient, any-time network health status check-in
- Real-time alarm notifications will appear on the topology when there is an issues with the network or a device, so you can resolve it as quickly as possible



## Value-added Services

Value-added services enable you to provide a wider range of services to your customers to increase value and boost your business.

- Video is always safely stored and backed up on the cloud. End-users can play back or download videos from anywhere using mobile devices, even when the devices go offline or the storage device breaks down



- Businesses can expand with recurring revenue
  - \* Please note, the Hik-ProConnect Box is needed for cloud storage service. Please contact your local distributor if needed.

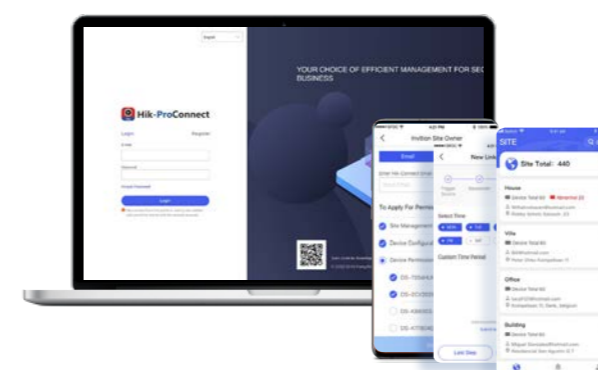
More value-added services are on their way as our platform continues to expand – like cloud attendance and cloud access control.

## Hosted Service

- With more secured Cloud P2P technology, Hikvision devices can get connected in most network environments and connect with software via cloud, with no need for static IP, DDNS service or port forwarding, reducing your cost.
- Hosted service is highly flexible and scalable, so your upfront fees can be minimized 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.



## INTUITIVE WEB INTERFACE & MOBILE APP



- Centralized site and device management
- Add devices by scanning QR code or inputting serial number
- Batch configuration tool and Setup Wizard
- Device health monitoring with dashboard and report
- Abnormal device notification for instant response
- Multiple languages supported

## CONVERGED SECURITY DEVICES

Allows various Hikvision devices to converge and work together as one system



## TYPICAL SCENARIOS

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



## GUARANTEED SYSTEM SECURITY

Hik-ProConnect employs industry-leading standards and protocols for maximum security and reliability. More than that, 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
- Secure Hash 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, network boundary protection and operation system protection.

### Customer privacy protection:

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





## HIKVISION®

### Headquarters

No.555 Qianmo Road, Binjiang District,  
Hangzhou 310051, China  
T +86-571-8807-5998  
overseasbusiness@hikvision.com

### Hikvision USA

T +1-909-895-0400  
sales.usa@hikvision.com

### Hikvision Australia

T +61-2-8599-4233  
salesau@hikvision.com

### Hikvision India

T +91-22-28469900  
sales@pramahikvision.com

### Hikvision Canada

T +1-866-200-6690  
sales.canada@hikvision.com

### Hikvision Thailand

T +662-275-9949  
sales.thailand@hikvision.com

### Hikvision Germany

T +49-69-401507290  
sales.adch@hikvision.com

### Hikvision Europe

T +31-23-5542770  
sales.eu@hikvision.com

### Hikvision Italy

T +39-0438-6902  
info.it@hikvision.com

### Hikvision Brazil

T +55 11 3318-0050  
Latam.support@hikvision.com

### Hikvision Turkey

T +90 (216)521 7070- 7074  
sales.tr@hikvision.com

### Hikvision Malaysia

T +6-032-7224000  
sales.my@hikvision.com

### Hikvision UK & Ireland

T +01628-902140  
sales.uk@hikvision.com

### Hikvision South Africa

Tel: +27 (10) 0351172  
sale.africa@hikvision.com

### Hikvision France

T +33(0)1-85-330-450  
info.fr@hikvision.com

### Hikvision Kazakhstan

T +7-727-9730667  
nikia.panfilov@hikvision.ru

### Hikvision Vietnam

T +84-974270888  
sales.vt@hikvision.com

### Hikvision UAE

T +971-4-4432090  
salesme@hikvision.com

### Hikvision Singapore

T +65-6684-4718  
sg@hikvision.com

### Hikvision Spain

T +34-91-737-16-55  
info.es@hikvision.com

### Hikvision Tashkent

T +99-87-1238-9438  
uzb@hikvision.ru

### Hikvision Hong Kong

T +852-2151-1761  
info.hk@hikvision.com



Hik-ProConnect  
(for Installer)

Scan and download  
the **app**



Visit Hik-ProConnect website  
portal via below URL :  
[www.hik-proconnect.com](http://www.hik-proconnect.com)



Hik-Connect  
(for End User)

Scan and download  
the **app**