March Networks CloudSight:
Frequently Asked Questions

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About March Networks CloudSight

1. What is March Networks CloudSight?

March Networks CloudSight is the industry's first camera-to-cloud video surveillance service with real-time AI analytics and video-based business intelligence. Ideally suited for small-to-medium-size businesses (SMBs) who want all the convenience of cloud video combined with the power of loss prevention, and customer and operations metrics in easy-to-read dashboards and reports.

CloudSight, with Searchlight Cloud, revolutionizes video surveillance for SMBs, integrating real-time AI analytics with business intelligence to boost security, efficiency, and profitability.

2. What is VSaaS?

VSaaS, or Video Surveillance as a Service, is a cloud-based solution that allows users to store, manage, and access video surveillance data remotely, eliminating the need for traditional recorder-based storage solutions. This model offers enhanced scalability, flexibility, and cost-efficiency, making advanced surveillance technologies accessible to a wider range of businesses and applications.

3. What is a "camera-to-cloud" solution?

Camera to cloud refers to a direct connection from a camera to a cloud service for managing and storing video footage, eliminating the need for servers or NVRs. This plug-and-play solution allows for flexible storage options, combining local and cloud storage.

4. What kind of cameras are available as part of the March Networks CloudSight Series?

There are five camera models available currently:

CS+ Series

- CS12+ 360° Dome
- CS5+ Dome (motorized)

CS Series

- CS5 Indoor Dome (motorized)
- CS5 Dome (fixed)
- CS2 Dome (fixed)

5. What analytics are available in the cameras?

CS+ Series Cameras include essential analytics plus Deep Search functionalities, employing attribute, re-search, and profile search features to enable fast and accurate identification and tracking of individuals or vehicles across your entire surveillance network, using advanced AI.

CS+ Series Cameras:

- People Search with Attributes
- Gender and Adult/Child
- Accessories (Backpack/Hat)
- Upper/Lower Body Color
- Face Search (from an image)
- Vehicle Search with Attributes (type and color)
- Unattended Object detection
- Missing Object Detection
- Blocked Exit Detection
- Attribute search
  - Use specific attributes (e.g. gender, age group, clothing or vehicle color, vehicle type) to quickly and accurately find the person or vehicle of interest.
- Re-search
  - Search for the person of interest and track their activities across all CS Series cameras in the system.
- Profile search
  - Upload face images or save face images from Deep Search to view a specific person quickly and efficiently.

CS Series Cameras offer advanced detection capabilities, including intrusion, loitering, and tripwire detection, alongside innovative search functions that allow for easy and efficient review of recorded video.

CS Series Cameras:
- People and Vehicle Search (no attributes)

- Rules for People Only — Line Cross, Loiter, Intrusion
- Scene Search
    - Search within a specific scene by using intrusion, line crossing, or loitering detection on recorded video.

6. How does March Networks CloudSight detect faces? Is face recognition legal?

March Networks CloudSight employs face recognition technology, which is used in many video security systems. Legal restrictions on using biometric data differ by region. It is important to consult the local laws in your area.

7. Where is March Networks CloudSight video recorded and stored?

Video is recorded and stored in the internal memory of the camera. There are also several options for video to be backed up or extended to the cloud depending on the long-term retention needs of a specific user or organization.

8. What is the internal storage capacity of March Networks CloudSight cameras?

March Networks CloudSight video is stored for 30 days in the camera's internal memory, which varies in size depending on the camera's resolution.

9. What if I want more than 30 days of storage?

March Networks' Cloud Storage Solutions are available to extend your storage capacity and provide important redundancies to ensure you do not lose video.

10. How is video shared?

You can share up to a maximum of one hour of video footage at one time using the archive button to save it and share it with others. Currently, there is unlimited archiving of video clips with CloudSight.

11. How does March Networks CloudSight work with Searchlight Cloud?

March Networks CloudSight is a cloud-based VMS and works with Searchlight Cloud to deliver real-time data analytics and business intelligence to customers looking to get more than video surveillance from their video platform. The transaction data captured at a point of sale (POS) terminal, ATM or teller line at a bank can be correlated to CloudSight video for rapid search and proactive exception reporting within Searchlight Cloud. Customers need a license for both CloudSight and the Searchlight Cloud platform.

12. What type of POS systems are compatible with March Networks CloudSight?

At launch, CloudSight – through Searchlight Cloud – supports any cloud-based POS integrations that are currently supported by Searchlight, focusing on real-time data, as well as batch transfer data integrations (periodic transfers of transaction data, e.g. once per day). Current integrations for CloudSight include PAR, Cloud Retailer (RITE), Clover, Cova, EZ Dine, FlexPOS, HME, Korona POS, Dutchie (Leaf Logix), Qu, Shopify, Square, and Uakari. We anticipate rapid growth to expand local POS and other IoT integrations soon, backed by a dedicated development team.

13. How do I add a camera to the system?

You can add a camera by scanning its QR code in the CloudSight app or by manually entering information on the CloudSight device page on the website. You must have an unused camera connection license to connect the camera.

14. Are real-time alerts available with March Networks CloudSight?

Yes. Video analytics and notifications are real-time and sent through the CloudSight mobile app. Alerts from POS and ATM data integrated through Searchlight Cloud will be available in a future update.

15. Is there a mobile app for March Networks CloudSight?

Yes, March Networks CloudSight offers a mobile app with the same features as the web client. The CloudSight app will be available for download from the iOS and Android stores at the end of April. Searchlight Cloud will be available within the CloudSight mobile app in a future update.

16. How many camera channels are available?

The maximum number of cameras in a grid is 16. There are no limits on the number of cameras per organization.

17. How can I access March Networks CloudSight?

Through your web browser at cloudsight.marchnetworks.com and on the CloudSight mobile app.

18. How will March Networks CloudSight fit with the rest of the March Networks portfolio of solutions?

We expect CloudSight to help us expand the markets we serve and further penetrate the small business market. It fully integrates with Searchlight Cloud, but it will not work as part of the Command software system. We believe that as companies get a higher number of locations, customers will be better off with a local or hybrid storage solution using Command Enterprise Software and Searchlight Cloud.

19. Should I use Command Enterprise Software (CES) or March Networks CloudSight for my business?

It depends on the number of sites you have, the features you need, and the bandwidth you have. A CloudSight system is best suited for small or medium-sized businesses with 30 locations or less. If you have a relatively small number of locations and are looking for a simple, easy-to-use video system in the Cloud, then CloudSight is the way to go. If you have a larger number of locations, the depth of functionality and enterprise management capabilities within CES makes that a better solution for most customers.

20. What kind of cybersecurity and encryption is included with March Networks CloudSight?

CloudSight features end-to-end data encryption and is NDAA compliant.

21. Who do I contact for technical support for March Networks CloudSight?

Contact the integrator or Certified Solutions Provider (CSP) who sold you CloudSight. If they cannot resolve your issue, they will escalate to March Networks for deeper investigation.

Ordering & Pricing

22. What is included in the March Networks CloudSight offering?

The offering includes the following:

- IP camera with 30 days of internal video storage per camera
- Web browser access to the CloudSight service
- March Networks CloudSight mobile app
- AI analytics included in CloudSight cameras (depending on the camera series – CS or CS+)
- We are currently offering unlimited evidence archiving

23. How do I choose what I need?

There are four simple questions to answer to help define your needs:

- How many cameras do you need – indoor/outdoor/360°?
- How many/which cameras do you want advanced analytics on?
- How long do you want to retain your video in the Cloud? 30, 60, 90, 180, 365 days?
- Do you want your transaction data integrated with CloudSight for real-time business intelligence, fast and easy search, and enhanced loss prevention?

24. How do I order March Networks CloudSight?

You can order CloudSight through one of March Networks' Certified Solutions Providers (CSPs). You can also contact March Networks' sales representatives for a demo and more details.

25. When can I order?

Ordering will be available at the end of April.

26. In what regions is March Networks CloudSight available today?

CloudSight is available in the USA and Canada. Other regions are being considered.

27. How does installation work with March Networks CloudSight?

March Networks CloudSight is a plug-and-play system. Take the camera out of the box, plug it in via ethernet, scan the QR code and it will automatically connect to the cloud service using the CloudSight app and start recording. Then you can mount it where you want it.

You can also photograph the QR code and label before installation, manually entering the camera's Device ID on the CloudSight website.

28. How much does March Networks CloudSight Cost?

Cameras come in two types: CS+ Series and CS Series with the CS+ Series including advanced AI analytics and deep search functionalities. Cameras range in price from $239 MSRP for the 2MP CS Series Dome to $1,419 MSRP for the 12MP CS+ Series 360° camera.

CloudSight service connection licenses are available for purchase at $149 MSRP per year, per camera in 1, 3, and 5-year terms, accommodating customers with capital budgets.

Extended cloud storage is available for purchase in 1, 3, and 5-year terms.

Licenses for our Searchlight Cloud Business Intelligence platform can be added for $840 MSRP per year, per location (with up to 5 POS) with a 1, 3, or 5-year term.

Please contact a CSP or March Networks sales representative for complete details.

29. Do March Networks CloudSight Cameras come with a license included?

No, you need a CloudSight service connection license for each CloudSight camera.

30. Does March Networks CloudSight licensing include Searchlight Cloud?

No. Searchlight Cloud is a separate license.