CameraSystem™ Capabilities Comparison
Innovation in Hardware, Software, and Service.

	AngelEye's Approach	Their Approach
Hardware		
On-screen Image Control	Multi-function: on/off, pause, low light and orientation/ rotation	Limited to 'on/off'
Custom Mounting Consultation and Receommendation	Full mounting consultation to determine optimal mounting option and sourcing third-party parts if needed	Drop ship cameras with no mounting plan included. Hospital left to its own resources to determine with no best practice recommendation.
Extended Warranty	Yes	
Free Spare Camera(s*)	Determined by camera deployment quantity	No
Repairs	Accommodated in days (if needed)	Can take weeks - months
Software		
Software Improvements	Monthly (as needed)	
Mobile App	Progressive Web App (PWA) available for all devices	No longer available
Language Translator	Over 70+ languages powered by HIPAA-compliant Amazon Translate	Limited languages
Secure User Login(s)	Each family member has individual login credentials for usage data collection	One login shared by all family members
Support Multiples	One account login to view all patients with split-screen functionality	Different logins for each patient
Site Notifications	Communicate instantly with users when they log on to the AngelEye system	No
Donor Recognition	Acknowledges initial donor contributions and supports on-going fundraising efforts	
Caregiver Communication	One-way text, photo, and video updates	One-way text only
Multi-Solution Platform	All solutions on a single platform; flexible based on unit needs with expansion capabilities	Single Solution

When considering adding NICU Cameras - choosing the right partner makes all the difference.

Download the Buying Guide Today.

The information detailed in this document is accurate to the best of our knowledge. Some spaces are blank where we were not able to obtain verifiable information.

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Let Us Show You the Difference.

	AngelEye's Approach	Their Approach
Security		
Secure User Login(s)	Each family member has indivual login credentials for usage data collection	One login shared by all family members
2-Factor Authentication (if requested by hospital)	Enhances security for hospital & parent accounts	No
Bed Management	Integrates with the hospital's EHR, automating the camera assignment and discharge process	No
Serverless Installation	Architecture does not require an on-site server	Requires an on-premise server
Remote Device Management	Cameras are monitored and managed remotely to keep the cameras healthy through regular, reliable, and verifiable updates specific to your facility	
Customer Support and Success		
Company Clinical Team	14 NICU nurses; 1 Registererd Dietician; 1 Certified Child Life Specialist	
Customer Response Time	Goal is within 24 hours; the average response time is less than 2 hours	
Issue Resolution Time	Goal is within 72 hours; on average tickets are closed in 12.3 hours.	
Free Spare Camera(s*)	Determined by camera deployment quantity	No
Customer Feedback	In-house product development team actively gathers and leverages clinical and family feedback to enhance software features and priortize our long-term roadmap	
Post-Implementation Support	Dedicated 24/7 staff and family support	

To Learn More About AngelEye's CameraSystem or Other Solutions Schedule a Quick 30-minute Conversation.

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