# neat.pulse

# Peace of mind in a heartbeat.

**Support, management, and extended warranty for all your Neat devices.**

As you increasingly add video technology across your different workspaces and offices worldwide, you'll need reliable and efficient advanced functionality to deploy and manage your devices effectively for maximum workforce productivity.

Neat Pulse is a full-service offering that gives you a choice of which applications to run on your Neat devices, complete control of your device deployment, premium support care and extended warranty coverage.

Complementing Microsoft Teams admin center (TAC) or Zoom Device Management (ZDM) by empowering you with unique, Neat-specific features, Neat Pulse enables you to configure, maintain and update your devices from anywhere.

Plus, should any issues arise, you can trust that you'll get expert help 24/5, ensuring your global hybrid teams continue to thrive.

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## Clear overview.

Easily keep track of your Neat devices and their status with a clear visual overview of individual, grouped and paired devices.

## Powerful filtering and management.

Quickly find devices of interest with adaptive status, location and device type filters. Choose whether you want to perform manual or scheduled firmware updates for more flexibility with your device management.

## Remote control.

Set up and configure your Neat devices individually or with settings that dynamically apply to a select group and control the app on your devices as if you were in the room.

## Built to build on.

Extend capabilities with API access to real-time sensor data and management of your Neat devices and organization settings.

## Live status.

Monitor room occupancy and air quality with real-time device status reporting.

## Priority support.

Get help from support specialists with quicker resolution time via priority queuing for all your organization's support needs.
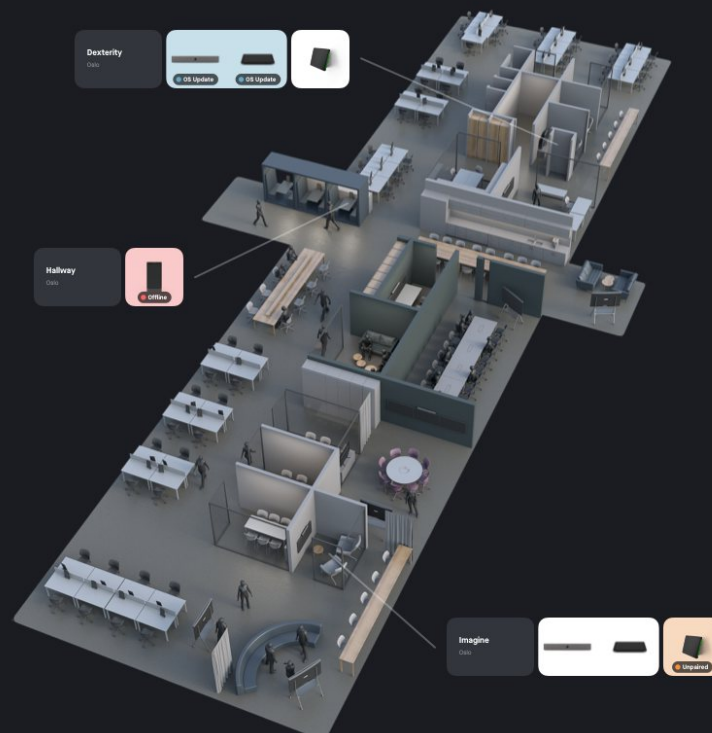
## Device protection.

Enjoy peace of mind with an extended warranty and get fast device replacement to minimize downtime should you experience any snags.

## Secure and flexible.

Rest assured with secure single sign-on, tailor admin access to specific regions or locations and ensure accountability with audit trails for total transparency.

If you're looking for a sleek remote device management service for timesaving, simple yet effective control and support for your complete video deployment, Neat Pulse is the ideal solution.



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# Compare Neat Pulse plans

| | Pulse Starter | Pulse Plus | Pulse Pro |
|---|:---:|:---:|:---:|
| **Management platform** | | | |
| Remote configuration and status | ✓ | ✓ | ✓ |
| Automatic software updates | ✓ | ✓ | ✓ |
| Remote control | ✓ | ✓ | ✓ |
| App hub access | ✓ | ✓ | ✓ |
| Scheduled software updates | ✗ | ✓ | ✓ |
| API access | ✗ | ✓ | ✓ |
| SAML SSO | ✗ | ✓ | ✓ |
| Audit logs | ✗ | ✓ | ✓ |
| **Support** | | | |
| Priority support with SLA | ✗ | ✓ | ✓ |
| Escalation with Zoom & Microsoft | ✗ | ✓ | ✓ |
| **Warranty [1]** | | | |
| Extended warranty with advanced hardware replacement | ✗ | ✗ | ✓ |

1 – Up to 3 years. Dependent on duration of plan, time of purchase, and age of hardware

For more info, please visit **neat.no/pulse**

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