neat.pulse

Choice.
Control. Care.
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 lets you choose what to run on your Neat devices. It gives you complete control of them, with premium support for peace of mind.

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.

Quickly find devices of interest with adaptive status, location and device type filters. Perform relevant updates, restarts, or get logs on multiple devices.

Live status.

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

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.

Priority support.

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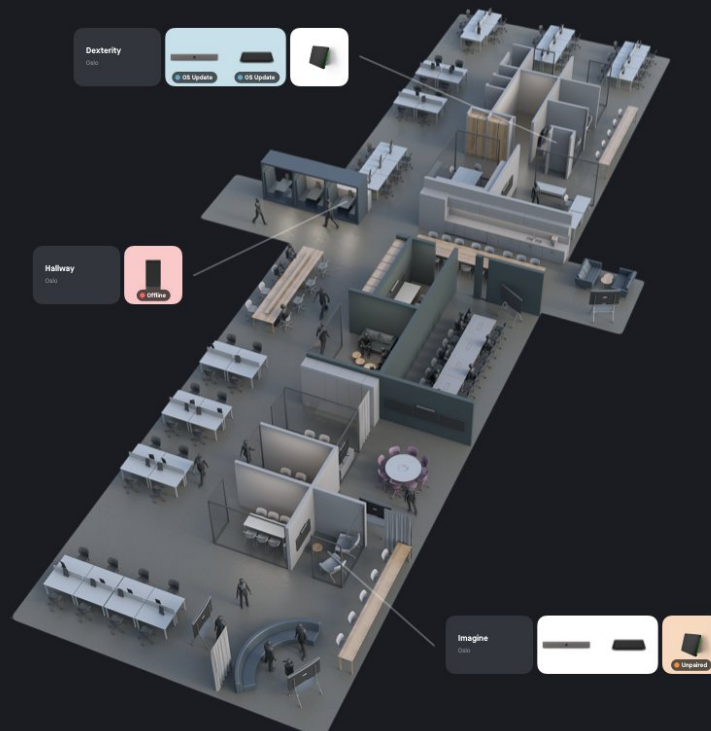
Device protection.

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[1]
Control			
Control (management & monitoring)	✔	✔	✔
Care			
Priority queue	✘	✔	✔
Technical support (levels 1-3)	✘	✔	✔
Initial Response (SLA) — S1	✘	4 hours	4 hours
Initial Response (SLA) — S2		6 hours	6 hours
Initial Response (SLA) — S3		24 hours	24 hours
Initial Response (SLA) — S4		48 hours	48 hours
Advanced troubleshooting	✘	✔	✔
Escalation with Zoom & Microsoft	✘	✔	✔
Cover			
Extended warranty	✘	✘	✔
Advanced hardware replacement	✘	✘	✔
Replacement shipping time	Standard. Ground shipping. (within 1 year limited warranty)	Standard. Ground shipping. (within 1 year limited warranty)	Expedited

1 - Up to 5 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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