Imagine Monitoring Solution
Purpose-built monitoring for video and
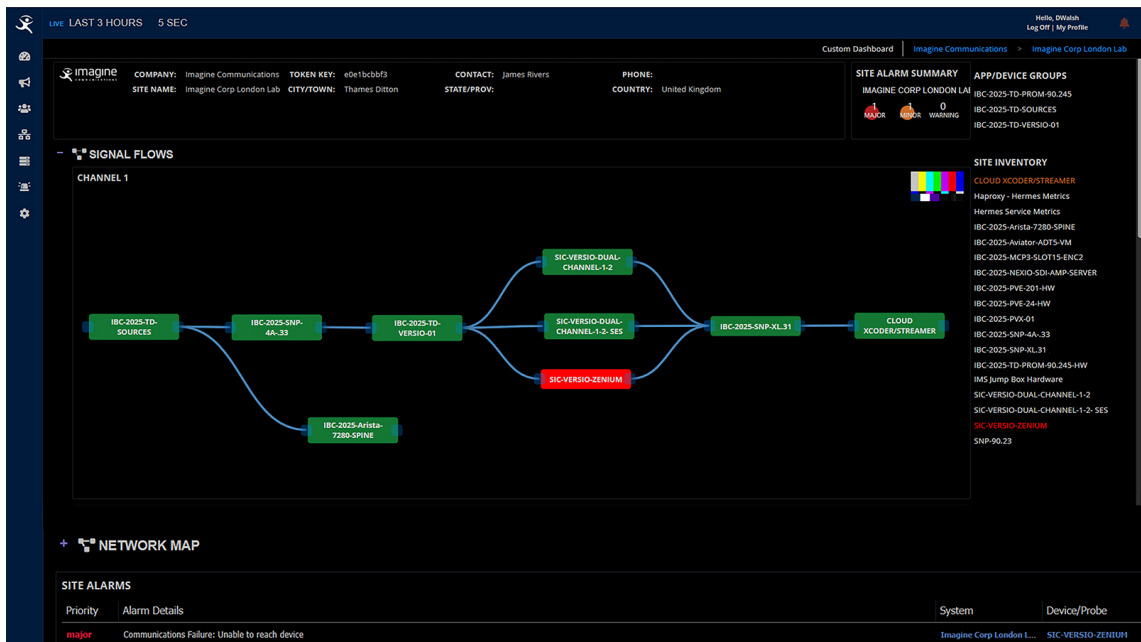ad tech networks

Datasheet

Imagine Monitoring Solution (IMS) is a comprehensive product built to deliver full visibility across video networks. Designed to help both new and existing broadcast and MSO customers, IMS addresses the unique challenges of complete video observability – from ingest to playout. The only monitoring solution to provide a full representation of the entire broadcast chain within a single user interface, IMS empowers users to detect issues earlier, resolve them faster, and reduce outages through network failure predictability.

Key features include curated and customizable dashboards that are easy to set up and start using and tailored alerting to reduce the noise and focus on what is important. It integrates with Imagine Communications video hardware while also acting as a standalone product with support for all types of video devices.

Customers also benefit from operational savings, reduced training and maintenance overhead, and a deployment model with usage-based pricing – no hidden charges for upgrades, activations, or onboarding.

With IMS, monitoring your video network becomes more intuitive, proactive, and cost-efficient, ensuring network availability and performance in today's dynamic media landscape.

IMS Applications

Comprehensively Monitor with Complete Video Signal Path

The only monitoring service that provides a full representation of the entire broadcast chain within a single user interface. Users gain a live view of each component in the video signal path, enabling faster fault isolation and real-time troubleshooting. This visibility improves time to resolution, increases uptime, and delivers more proactive monitoring and alerting across the network.

Get Started Quickly with Curated and Pre-built Device Profiles

Imagine Monitoring Solution accelerates deployment with a library of pre-built device profiles and dashboards, built by collecting industry-specific metrics and transforming them into comprehensive dashboards custom designed to the needs of each device. These profiles are curated by experienced video professionals with decades of experience and designed to surface the most relevant data instantly – leading to faster identification of video network impacts and reducing onboarding time for operations teams.

Flexible and Customizable Alerting and Dashboards

Imagine Monitoring Solution enables precise, user-defined alerting with customizable severity levels, escalation paths, and notification schedules, reducing noise and helping teams focus on critical issues. In addition to pre-build device-specific dashboards, users also have the flexibility to create fully customized dashboards tailor to their operational workflows. Whether monitoring at a macro or granular level, IMS provides targeted observability with precision and control.

Integrate with Existing Tooling

With support for open APIs and standard protocols, IMS is built to be a standalone monitoring solution or plug into your existing ecosystem. The system can integrate with a variety of other tooling, including ticketing systems, communication platforms, and other monitoring and alerting solutions to meet your requirements. Experience the benefits of centralized observability without disrupting established workflows.

Key Benefits

- **Perform full-coverage monitoring of video and ad tech networks**

  Increase video processing and delivery service reliability and availability

- **Gain visibility into any component of a network**

  Easily track and monitor critical activities

  Improve understanding of performance degradation or delays, allowing for faster issue resolution

- **Detect issues early before they become major problems**

  Reduce costly outages while also cutting down on time spent troubleshooting and improving overall end-user experiences

- **Analyze historical incidents**

  Implement prevention procedures to reduce future reoccurrences

- **Monitor hybrid environments**

  Compatible with both on prem and in the future, cloud-based platforms

- **Customize alert notifications**

  Minimize noise and enable teams to focus on high-priority issues by specifying the severity and escalation levels of alerts

- **Compatible with other third-party providers**

  Leverage existing monitoring tooling combined with IMS for comprehensive monitoring

Product Details

Imagine Monitoring Solution is a user interface (UI) that can be accessed within your preferred browser. Within the application, the following features are available:

- System Dashboards
- Global Announcements
- All Companies
- Sites & Systems
- Device Inventory
- Alert Groups
- Global Settings
- Logs and Alarms

System Dashboards

System Dashboards provides users with centralized visibility into key network and device metrics across the entire video infrastructure.

- Access pre-built dashboards tailored to specific device types and roles
- Customize dashboard views to align with individual workflows and operational priorities
- Monitor live data, historical trends, and performance anomalies all in one place

Global Announcements

The Global Announcements screen allows announcements to be created and shared with all users across the system.

- View and search all active global announcements
- Manage and update existing announcements
- Create new global announcements

All Companies

All Companies provides a list of all companies and corporations in the system.

- View and search all companies and associated details (including address, primarycontact, etc.)
- Manag existing companies
- Delete a company or corporation and all associated data

Product Details

Sites & Systems

Sites & Systems provides a list of all sites and systems that are associated with companies in the system.

- View and search all sites and associated details (including address, primary contact, etc.)
- Manage existing sites
- Delete a site or system and all associated data

Device Inventory

Device Inventory provides a list of all devices that are associated with companies and sites in the system.

- View and search all devices and associated details (including device location, name, profile type, model, etc.)
- Manage and update existing devices
- Delete a device and all associated data
- Navigate to view default device profile metrics & thresholds

Alert Groups

Alert Groups allows users to manage & customize alerts.

- Customize which Companies/Sites to receive alerts from
- Customize which device profiles to exclude
- Customize alert thresholds

Product Details

Global Settings

Global Settings allows users to manage permission groups, users, and licenses.

- Permission Groups
  - View and search permission groups, including group name, type, last modified, and last modified by
  - Manage and update existing permission groups
  - Create new permission groups
  - Delete a permission group and all associated data
- User Administration
  - View and search all devices and associated details (including name, email address, user group, alert group, company, etc.)
  - Manage and update existing user details
  - Create new users
  - Delete a user and all associated data
- License Administration
  - View existing licenses, including status and expiration date

Logs and Alarms

Logs and Alarms provides a list of all active and historical alarms – including any muted alarms.

- View and search all current and historical alarms and associated details (including status, priority, affected system and device, alarm details, data added, and log ID)
- Mute existing alarms
- Navigate to affected system or device pages to investigate alarm further

Permissions Overview

Global Master: Company Database Servers and Standalone Company & Site Hub Server communicate with this cluster.

Standalone Company & Site Hub Server: Combines the Company Database and Site Hub functionality into one server. Targeted toward small companies that do not require Site Hubs.

Company Database Servers: One Company Database exists per customer/company

Site Hubs: Multiple Site Hubs can be associated with a single Company Database.

Icon	GUI Item	Global Master	Standalone	Company Database	Site Hub
	System Dashboards	Available	Available (License-based)	Available (License-based)	Available (License-based)
	Announcements	Available	Available	Available	Available
	All Companies	Read-Only	Available (Single Form only)	Available (Single Form only)	
	Sites, Networks, & Systems	Read-Only	Available (Single Form only)	Available	
	Device Inventory	Read-Only	Available	Available	Read-Only
	Alert Groups	Available	Available	Available	Available
	Global Settings				
	Server Settings		Available (Server Name only)	Available (Server Name only)	Available
	Permission Groups	Available	Available	Available	Available
	User Administration	Available	Available	Available	Available
	License Administration	Available	Available	Available	Available
	Remote Technical Support		Available	Available	Available

IMS Features

Feature Summary

Imagine Monitoring Solution delivers a unified observability platform purpose-built for video networks, combining curated device profiles with customizable dashboards to surface the most relevant operational data instantly. Users can manage companies, sites, and devices from a centralized interface, while configuring alert thresholds and escalation paths to match their workflows. With support for industry-specific data collection, long-term retention, and asset tracking, IMS empowers teams to monitor smarter, respond faster, and maintain full control over their broadcast infrastructure.

To support a wide range of operational models and deployment needs, Imagine Monitoring Solution also offers optional and customizable features and configurations. Below is an overview of optional components and integrations available to tailor the platform to your requirements.

Tailor IMS to your needs

Custom workflows	Optional
3rd Party Monitoring Tooling Integrations	Optional
3rd Party Alerting, Ticketing, and Communication Tooling Integrations	Optional
Imagine Communications Remote Staff Monitoring Services	Optional

Ordering Information

ORDERING INFORMATION	
SAAS-IMS-SETUP	MS for IMS Setup.
SAAS-IMS-BASE	IMS SaaS. Business hours and SW updates.
SAAS-IMS-LS-50	IMS SaaS. Business hours and SW updates. Additional 50 devices.
SAAS-IMS-LS100	IMS SaaS. Business hours and SW updates. Additional 100 devices.
SAAS-IMS-LS-500	IMS SaaS. Business hours and SW updates. Additional 500 devices.
VER-HW-2UG11-A	Versio 2RU Gen11 HPE 16 Core Server, including 32GB RAM, Redundant OS Drives, 4x 1Gb Ethernet included, 2 x PCIE slots, and Windows Embedded Server 2022 Standard. Purchase network cards, transceivers, RAID kit, storage drives, RAM and PCIE expansion separately.

SERVICES PART NUMBERS	
PS-IMS-TR	Training for Client - IMS (DAILY).
PS-IMS-TE	Travel & Expenses for Client - IMS (DAILY).
PS-IMS-PM	Project Management for Client - IMS (DAILY).
PS-IMS-PLM	Product Resources - IMS (DAILY).
PS-IMS-FE	Field Engineer for Client - Non-Dev Technical Services Resource - IMS (DAILY).
PS-IMS-ENG	Engineering & QA Resources - IMS (DAILY) .
PS-IMS-CON	Consulting for Client - IMS (DAILY).