LIVE MONITORING SERVICES

Brightcove Live enables you to easily load and manage a livestream in a Brightcove Player without any custom development or complex integration. Brightcove Live is built on Video Cloud, the market-leading online video platform. This allows you to take full advantage of Video Cloud's robust feature set, including full metadata, scheduling, advertising, geo-restriction, APIs, custom live video players, and the ability to schedule a combination of on-demand and live videos through Brightcove Cloud Playout.

Brightcove provides real-time support for both short-duration live events and 24/7 live linear channels. A dedicated group of specialized support engineers monitor your livestream's health across multiple channels and work with your team to guarantee your live experience is a success.

Brightcove Support makes initial configuration recommendations based on the expected environment, audience, and geolocation of your stream to ensure all your requirements are met. We monitor your live event on desktop, mobile iOS, Android OS, and connected device platforms to guarantee all renditions are delivered as expected and playback is smooth.

We offer three live monitoring packages – select the one that's right for you:

	EVENT	AUTOMATED	PREMIUM
Configuration and testing	▶	▶	▶
Input stream ingestion monitoring	▶	▶	▶
Output stream	▶	▶	▶
CDN performance	▶	▶	▶
24/7	✖	▶	▶
Origin performance issues (before CDN)	▶	▶	▶
CDN regional performance issues	▶	▶	▶
Loop detection	▶	▶	▶
Source stream disconnections	▶	▶	▶
Failure of live jobs or redundancy group	▶	▶	▶
Full outage detection	▶	▶	▶
Eyes-on-glass	▶	✖	▶
Front-end monitoring	▶	✖	▶
Additional functionalities (subtitles, custom workflows, SSAI)	▶	✖	▶
Pixelation and macroblocking	▶	✖	▶
Black screen or slate detection	▶	✖	▶
Weekly reports	✖	▶	▶

LIVE EVENT MONITORING

With Live Event Monitoring, Brightcove provides real-time support for your event with a dedicated specialized support engineer who will be available throughout its duration to monitor your stream's health across multiple channels and work with your team to guarantee your event is a success.

Brightcove Support will make rendition recommendations before the event basedon the expected environment, audience, and geolocation of your stream, and we will ensure that all Video Cloud configurations are set up correctly and that all your requirements are met. We will monitor your live event on desktop, mobile iOS, Android OS, and connected device platforms to guarantee all renditions are delivered as expected and playback is smooth.

This service enables us to identify and proactively work to correct issues related to:

▶ Intermittent output

▶ Origin performance (before CDN)

▶ CDN performance in different regions

▶ Looping (when a segment of the stream is played back repeatedly)

▶ Source stream disconnections that impact video delivery

▶ Complete failure of live jobs or redundancy group

▶ Regional outages

▶ Pixelation and macroblocking

▶ Black screens

▶ Audio/video quality and sync

▶ Redundant group health and failure

▶ Simulive and Cloud playout workflows

In addition to monitoring the delivery of the livestream, we also provide:

▶ Dedicated ingestion monitoring

▶ Eyes on glass for audio/video quality monitoring

▶ Monitoring of additional functions such as subtitles, custom workflows, and Server-Side Ad Insertion (SSAI)

▶ Front-end monitoring of your web page on desktop and mobile devices

AUTOMATED MONITORING

With Automated Monitoring, Brightcove Support configures and activates monitoring tools and responds to any alerts, guaranteeing all renditions are delivered as expected and playback is smooth. Automated Monitoring includes weekly reports that provide insight into the performance of each channel. In addition, Brightcove Support makes proactive rendition recommendations to help you configure your channels based on the expected environment, audience, and geolocation of your stream, and we ensure that Video Cloud configurations are set up appropriately so that all your requirements are met.

Brightcove's automated monitoring uses tools to detect issues with 24/7 live channels related to:

- ▶ Intermittent output

- ▶ Origin performance (before CDN)

- ▶ CDN performance in different regions

- ▶ Looping (when a segment of the stream is played back repeatedly)

- ▶ Source stream disconnections that impact video delivery

- ▶ Complete failure of live jobs or redundancy group

- ▶ Full outages

- ▶ Redundant group health and failure

PREMIUM MONITORING

With Premium Monitoring, Brightcove provides real-time support of your 24/7 channels. A dedicated team of specialized support engineers will monitor your stream's health 24/7 and be available to communicate with you however you prefer, including by phone, email, or any instant messaging system (Slack, Skype, Google Hangouts, Microsoft Teams, etc.).

Brightcove Support makes rendition recommendations to help you configure your channels based on the expected environment, audience, and geolocation of your stream, and we ensure that Video Cloud configurations are set up correctly so that all your requirements are met. We actively monitor your live channels on desktop, mobile iOS, Android OS, and connected device platforms to guarantee all renditions are delivered as expected and playback is smooth.

In addition to having direct access and regular communication with our team, you can expect weekly reports that provide extra insight into the performance of each channel.

This service enables us to identify and proactively work to correct issues related to:

▶ Intermittent output

▶ Origin performance (before CDN)

▶ CDN performance in different regions

▶ Looping (when a segment of the stream is played back repeatedly)

▶ Source stream disconnections that impact video delivery

▶ Complete failure of live jobs or redundancy group

▶ Regional outages

▶ Pixelation and macroblocking

▶ Black screens

▶ Audio/video quality and sync

▶ Redundant group health and failure

In addition to monitoring the delivery of the livestream, we also provide:

▶ Dedicated ingestion monitoring

▶ Eyes on glass for audio/video quality monitoring

▶ Monitoring of additional functions such as subtitles, custom workflows, and Server-Side Ad Insertion (SSAI)

▶ Front-end monitoring of your web page on desktop and mobile devices