

Eagle Eye Application Note - AN043

Eagle Eye Cloud VMS Editions Explained in Detail

2025-11-19 Revision 4.0

Target Audience

This Application Note is intended for resellers and end users who require enhanced features offered by our Professional and Enterprise Editions, and in particular for users who require further fine-tuning of the platform or who are responsible for larger installations, including multi-site accounts. The Editions are intended for advanced user profiles, with IT admins as a major targeted role. Resellers will want to familiarize themselves with the Editions to maximize the value of their customer offerings.

Introduction

Eagle Eye Cloud VMS Professional and Enterprise Editions offer advanced features. This document provides definitions and explanations of these features to foster a deeper understanding of our Editions and their applicability.

This App Note covers all Editions: Standard, Professional, and Enterprise. The Professional and Enterprise Editions are available as paid upgrades that apply account-wide to every camera. The features that a customer needs will dictate which Edition is appropriate.

- [Standard Edition](#) - Default features that come with every Eagle Eye Bridge/CMVR
- [Professional Edition](#) - Features that suit the needs of mid-sized businesses
- [Enterprise Edition](#) - Features ideal for large/distributed/multinational businesses

Standard Edition

The Standard Edition of Eagle Eye Cloud VMS is the software that we provide by default for every Bridge or CMVR we manufacture. Features that come with the Standard edition:

- **Cameras per Account:** Unlimited.
- **Users per Account:** 100 concurrent users.
- **Cloud Archive:** 10 GB fixed. Cloud Archiving allows users to retain archived video clips in the Eagle Eye Cloud.
- **Smart Video Search:** All Eagle Eye Editions come with our Smart Video Search, which enables you to search for a person or motor vehicle by providing a natural-language description in the software. Smart Video Search can also search for backpacks, handbags, suitcases, and bicycles. This list will grow as more search criteria are added. The Standard Edition includes 7 days of Smart Video Search retention.
- **Unlimited Third-Party Integrations using Eagle Eye Video API Platform:** Eagle Eye is an open platform, which can be linked to third-party software via our V3 API integration. Speak with your Sales Engineer to add your own API or a third-party integration to our platform.
- **Supports the Full Spectrum of Camera Analytics, Artificial Intelligence (AI), and Cloud Analytics:** Eagle Eye Networks provides software analytics that can be applied to cameras on our platform. Our Smart Video Search uses our AI technology to process metadata in the cloud for quick searching of specific criteria.
- **QL Stream:** The Eagle Eye Cloud VMS has many options for local video viewing. Eagle Eye QL Stream allows Bridge/CMVR devices to provide a secure, low-latency, full-resolution video stream from the locally attached cameras, which enables high-quality local video viewing with PCs, iOS and macOS devices, dedicated display stations, video walls, third-party VMS solutions, and more.
- **Two-way Audio:** Communicate live through your existing security system without the need for a third-party integration. Eagle Eye Networks Cloud VMS allows for remote access and management of this two-way audio communication system alongside your cloud surveillance system from a single interface.
- **Multi-factor Authentication:** With multi-factor authentication, an Eagle Eye Networks account can only be accessed on a trusted device. When a user wants to log into a new device for the first time, the user will need to provide two pieces of information — a password and a four-digit security code. The security code must be obtained via a trusted phone number or email address.

- **Immix Integration:** Immix is a platform that is used by alarm monitoring companies to view video from a variety of video systems. It allows alarm center operators to use a single user interface to view video from disparate systems (DVRs, NVRs, VMS systems, etc.) Eagle Eye integration allows Immix Central Station users to receive Alerts and view video from the Eagle Eye Cloud VMS.
- **Camera Tags:** Create alphanumeric tags to easily identify one or many cameras.
- **Maps:** Our Maps feature makes it possible to place your cameras on the embedded map feature in our dashboard. Here you can lay out cameras in their geographical locations, for an interactive way to view cameras.
- **Direct-to-Cloud Camera Support:** Direct-to-cloud service, via our Camera Direct solution, eliminates the need for a standalone Bridge/CMVR, and utilizes high-speed cellular wireless networking.
- **Basic Reports:** This feature provides basic data about system health and summaries.
- **911 Camera Sharing:** Eagle Eye 911 Camera Sharing allows users to allow pre-designated cameras to instantly become available to emergency call center telecommunicators if a 911 call is placed in close proximity to those cameras, with zero user involvement. This feature is available as a paid subscription in our Standard Edition, and is included in Professional and Enterprise. This feature is only available in the United States.

Professional Edition

Eagle Eye Networks Professional Edition VMS software is designed for mid-sized (10 to 25+ locations) and rapidly growing business operations. The Professional Edition includes everything that [Standard Edition](#) has, along with added features to better manage large numbers of locations, users, and cameras. Features that come with the Professional edition are below.

- **Cameras per Account:** Unlimited.
- **Users per Account:** 1000 concurrent users.
- **Cloud Archive:** 5 GB per Bridge. Cloud Archiving allows users to retain archived video clips in the Eagle Eye Cloud.
- **Advanced Reports:** Convert raw data about your surveillance infrastructure into actionable insights. Reports can be run instantly on demand, or on a schedule — whether one-time or recurring — to show you the number and status of all of your Eagle Eye Cloud VMS-connected cameras and bridges, to make trends visible, and to help you understand access patterns for every authorized user. This feature is not yet available, but will be on our Professional and Enterprise Editions.
- **Single-Sign On:** Eagle Eye supports the SAML protocol in the Classic Web Interface and the Open-ID Connect (OIDC) protocol for the Enhanced Web Interface. Both SAML and OIDC are supported simultaneously.
- **Sites:** Sites allow users with multiple sites within an account to choose to view videos by site instead of by layout.
- **Floor Plans:** The floor plans feature allows you to import PNG or SVG image files of your floor plans into the Eagle Eye VMS. Here, you can add cameras across multiple floors within your property.
- **Smart Layouts:** Smart Layouts allows you to bring an existing layout or all cameras into the viewing pane and pushes cameras to the top of the layout window when Motion, Object/Person, or Object/Vehicle is detected within the image. It will also provide a PIP (picture-in-picture) of the event that can be clicked to bring the user directly to the historical playback of the event.
- **Smart Video Search:** All Eagle Eye Editions include our Smart Video Search, which lets you search for a person or motor vehicle by providing a natural-language description in the software. Smart Video Search can also search for backpacks, handbags, suitcases, and bicycles. This list will grow as more search criteria are added. With Professional Edition, this feature's retention period is equal to the camera retention.

- **Audit Log:** Audit Log allows users with administrator privileges to track who made changes to settings and when, or who viewed (or failed to view) a video clip, providing the visibility you need into your system.
- **Site Groups:** Similar to our Sites feature, this allows you to select multiple sites when using the Sites feature. This feature is not yet available, but it will be on our Professional and Enterprise Editions.
- **Bulk Add Devices:** This feature will allow users to add multiple devices to the system simultaneously (Bulk Add). This feature is not yet available, but it will be on our Professional and Enterprise Editions.
- **Bulk Edit Users:** This feature will allow users to quickly add, modify, or delete users from their account. This feature is not yet available, but it will be on our Professional and Enterprise Editions.
- **Video Summaries:** This feature will summarize the system's health camera by camera. Giving the users complete visibility into how each camera is operating. This feature is not yet available but will be on our Professional and Enterprise Editions.

Enterprise Edition

Eagle Eye Networks Enterprise Edition VMS software is ideal for large, distributed, and multinational businesses. Enterprise supports unlimited users and provides a sophisticated access management solution plus advanced operational reporting to meet audit and regulatory requirements. It includes everything the [Standard Edition](#) and [Professional Edition](#) have; the additional features of the Enterprise Edition are listed below.

- **Cameras per Account:** Unlimited.
- **Users per Account:** Unlimited.
- **Cloud Archive:** 10 GB per Bridge. Cloud Archiving allows users to retain archived video clips in the Eagle Eye Cloud.
- **Audit Log Notifications:** This feature allows administrators to receive notifications for audit log inquiries or when changes are made within an account.
- **Command Line Interface (CLI):** The Command Line Interface (CLI) allows VMS Users to easily create scripted commands to automate scaled or system-wide functions, including system edits, downloads, and troubleshooting.
- **Customized Online Training:** Register at <https://www.een.com/university/> and begin training at your own pace. Our team of technical writers and training experts has put together an educational course to learn everything about Eagle Eye Networks' products.
- **Password-Protected Active Sharing:** This feature will allow users to archive video and password-protect the data from unauthorized users safely.
- **Vehicle Intelligence Dashboard:** Part of the latest version of our Vehicle Surveillance Package (VSP), this new feature will enable users to search for vehicles by make, color, plate, and create scheduled rules to run new alarms within the platform.
- **Smart Video Search:** All Eagle Eye Editions include our Smart Video Search, which lets you search for a person or motor vehicle by providing a natural-language description in the software. Smart Video Search can also search for backpacks, handbags, suitcases, and bicycles. This list will grow as more search criteria are added. The Enterprise Edition includes the same retention period as the camera retention.
- **User Roles and Groups:** This feature expands the current user platform to allow admins the ability to break users out via roles and into groups.
- **SCIM (User Management):** The SCIM protocol is an application-level REST protocol for provisioning and managing identity data on the web. The protocol supports creation, discovery, retrieval, and modification of core identity resources.

Additional Features

Additional paid features for the Eagle Eye Cloud VMS are listed below, along with their availability.

→ Available with all Eagle Eye Editions:

- LPR
- VSP
- POS Integration
- Sensors
- Precision Person & Vehicle Detection
- Gun Detection*

*Available in the United States only