



S A F E G U A R D

# EXTENDED WARRANTY AND PROTECTION PLAN

for your IBIS products  
from LeadsOnline\*

## + More services & support than ever

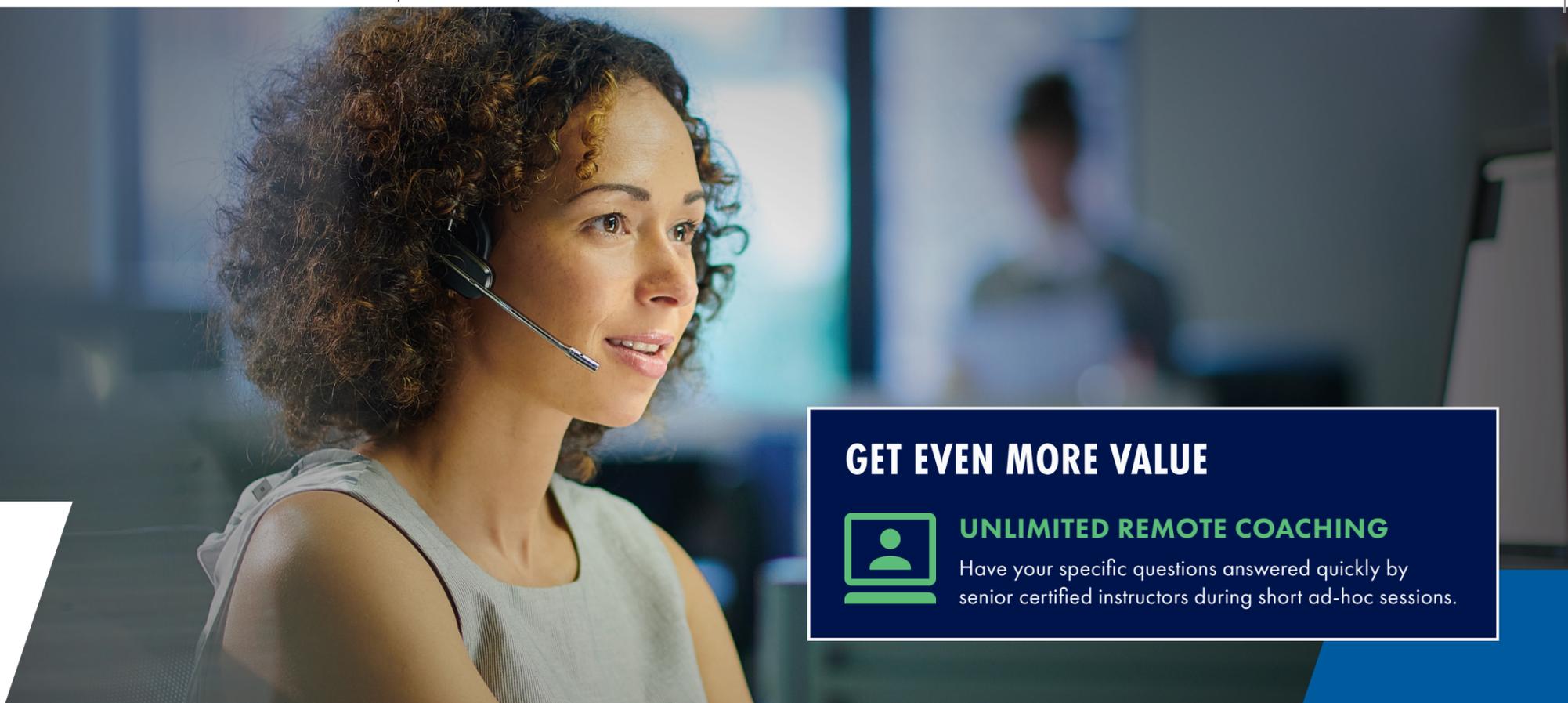
Maximize system uptime and efficiency with SafeGuard™:

- Around-the-clock customer support.
- Rigorous system maintenance and software updates for continuous, optimal performance.
- Continuous user education to maintain the highest skill levels.
- Minimize your equipment downtime.
- **New! Remote coaching.**

 LEADSONLINE



S A F E G U A R D



## LET US KEEP YOUR SYSTEM RUNNING OPTIMALLY SO YOU CAN FOCUS ON YOUR JOB

### GET EVEN MORE VALUE



#### UNLIMITED REMOTE COACHING

Have your specific questions answered quickly by senior certified instructors during short ad-hoc sessions.



#### Follow-the-sun Support

##### REACH OUR SUPPORT CENTER WHEN YOU NEED IT

- 24/7 hotline with callback within one hour
- Multilingual support
- Toll-free and/or VoIP phone lines
- Email and website services



#### Expert Technical Support

##### RESOLVE SYSTEM INCIDENTS PROMPTLY

- Certified specialists provide remote diagnosis and resolution
- Parts and travel costs for certified field technician are covered to perform on-site service
- Five support offices and many partners worldwide provide assistance
- Specialists answer any feature-related question (e.g., system application report building)



#### Proactive System Care

##### MAXIMIZE SYSTEM UPTIME

- Get monitoring of critical system components with remote verification
- Receive on-site preventive maintenance every 24 months
- Confirm equipment health with automated remote health checks
- Receive priority maintenance and software upgrades with pre-authorized time slots



#### Software Upgrades

##### KEEP YOUR SYSTEM CURRENT

- Implement new features and functionalities developed by our team of scientists
- Get hotfixes to correct software bugs promptly
- Receive minor hardware upgrades as needed
- Maintain backward compatibility of your IBIS data with every new version of IBIS
- Minimize downtime during software upgrades with state-of-the-art automated deployment
- Maintain interoperability with agencies across national and international networks



#### Customer Care

##### RECEIVE SERVICE THAT EXCEEDS INDUSTRY STANDARDS

- Benefit from proactive follow-ups offering guidance and support
- Optimize your system usage with the help of a knowledgeable customer care team that understands your work environment, processes, and constraints
- Discuss upcoming product features, and other topics of interest to you
- Receive an annual status report with statistics, acquisitions, incidents, and much more



#### Continuous Education

##### HAVE VIP ACCESS TO OUR VAULT OF INFORMATION

- Receive remote coaching to master acquisition and analysis techniques and stay up-to-date on new features
- Access our E-learning portal for the latest documentation, online courses, and videos that demonstrate tips and techniques
- Attend our sponsored seminars, webinars and conferences\*\*

# HOW DOES SAFEGUARD™ FIT YOUR NEEDS?

- + MAXIMIZES EQUIPMENT AND PROGRAM UPTIME AND EFFICIENCY
- + CONTROLS COSTS BY PREVENTING UNEXPECTED EXPENSES FROM EQUIPMENT FAILURE
- + ENSURES CONSTANT IMPROVEMENT OF YOUR SYSTEMS (ACQUISITION, CORRELATION, VISUALIZATION, AND ANALYSIS) WITH THE LATEST FEATURES FROM SOFTWARE UPGRADES
- + ALLOWS YOU TO FOCUS ON SOLVING CRIME AND PROTECTING YOUR COMMUNITY
- + CUSTOMIZED PACKAGES THAT CAN BE EASILY ADJUSTED AS NEEDS EVOLVE

## OPTIONAL SERVICES

Add supplementary services to your SafeGuard package for maximum protection.\*\*\*

### Additional Training Courses

Provide basic training to new users or advanced training to experienced users.

### Custom Reports

Have our system experts create custom reports such as operational and administrative reports for you.

### System Relocation

Have all of your LeadsOnline equipment or just a few components relocated by our experts without any worries.

### Advanced Security

Benefit from centralized user account management with security policies, updates of the OS security patches, centralized antivirus management and vulnerability management for your systems and network.

\* Certain conditions apply. IBIS Network users may be subject to certain Agency restrictions or conditions

\*\* Where permitted.

\*\*\* Additional fees may apply on optional services.



### LEADSONLINE GLOBAL CUSTOMER SERVICES CONTACT INFORMATION

#### Americas, Oceania and Eastern Asia

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**ADVANCE MORE CASES FASTER**