



Extended Warranty and Protection Plan for your Ultra Forensic Technology products*



NEW & IMPROVED!

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 and workstation refresh.**

ULTRA.



NEW!

**GET EVEN
MORE VALUE
WITH THESE
NEW ELEMENTS**

Let us keep your system
running optimally so you
can focus on your job



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



UNLIMITED REMOTE COACHING

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



WORKSTATION REFRESH

Ensure compatibility and optimal performance of your system by upgrading and refreshing your PC once every seven (7) consecutive years at no additional cost*. Applies to BRASSTRAX, BULLETRAX, MATCHPOINT and Quantum workstations.



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

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 Ultra Forensic Technology equipment or just a few components relocated by our experts without any worries.

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

**Where permitted.

***Additional fees may be applicable on optional services.

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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.

Ultra Forensic Technology's Global Customer Services Contact Information

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Innovating today for a safer tomorrow

ULTRA

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