SafeGuard™

ULTRA

Get Even More Value with SafeGuard™ New Elements!

Services*	Previous SafeGuard	New & improved SafeGuard
Follow-the-Sun Support 24/7 hotline with 1-hour callback Multilingual support Toll-free and/or VoIP phone lines User support provided also by email or via Ultra Forensic Technology website	✔	✔
Technical Support Remote diagnosis and resolution by certified specialists Parts and travel costs covered for on-site service Five support offices and many worldwide partners available to provide assistance Specialists available for feature-related questions	✔	✔
Proactive System Care **NEW!** **Workstation refresh every seven (7) years at no additional cost*** 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 IBIS® BRASSTRAX™, IBIS® BULLETTRAX™, IBIS® MATCHPOINT™ and Quantum 3D Microscope™ workstations.		✔
Remote verification and monitoring of critical system components On-site preventive maintenance every 24 months Automated remote system health checks Priority maintenance and software upgrades with pre-authorized time slots	✔	✔
Software Upgrades Hotfixes : correct software bugs promptly Service packs : maintain backward compatibility with IBIS Major versions : implement new features and functionalities Automated deployment Minor hardware upgrades Maintain interoperability with agencies across national and international networks	✔	✔

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Partitioning Maintenance and Common Data Push	✓	✓
Customer Care — Proactive follow-ups	✓	✓
Customer Care — System usage optimization guidance	✓	✓
Training — **NEW! Unlimited remote coaching** Have your specific questions answered quickly by senior certified instructors during short ad-hoc sessions.		✓
Training — Access to E-Learning		✓
Training — Limited on-site coaching	✓	
Training — Attend our sponsored seminars, webinars, and conferences**		✓
Reports — Yearly activity report	✓	✓
Optional Advanced Security Services* — Centralized user management	✓	✓
Optional Advanced Security Services* — User account management	✓	✓
Optional Advanced Security Services* — Domain controller security policies	✓	✓
Optional Advanced Security Services* — OS security patch deployment	✓	✓
Optional Advanced Security Services* — Centralized antivirus	✓	✓
Optional Advanced Security Services* — Vulnerability scanning and reporting	✓	✓
Optional Advanced Security Services* — Collection and archiving of security audit logs	✓	✓

*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.

Innovating today for a safer tomorrow

ULTRA

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