

TECHNOLOGY ASSURANCE PROGRAM

M1G3 Body Worn Camera & Evidence Management
System



Our Technology Assurance Program (TAP) for body worn camera gives your agency flexible options to manage body worn camera repair cost, warranties and growth issues by providing all the advantages of having the latest equipment and support without the headaches and mystery costs associated with running a body worn camera system.

TAP eliminates unknown costs and ensures the most optimized BWC deployment possibilities through cost control and superior service.

- Different payment options for different budgets
 - Annual
 - Full
- Next Business Day Hardware support included
 - Worry free support (Select Next Business Day or 24x7 Support)
- New camera before the program ends
- Upgrade to the next generation camera or get a new camera of the same generation
- Latest camera features
- Next Business Day Spare in the Air program included
- Customized Hardware based on deployment requirements
 - Preconfigured camera at no charge
- Different programs available that include all software licenses and support
- Optional with or without EMS Software Plan (Select EMS Standard or Enterprise version)
- For larger deployment, On-Site Spare cameras (5% of total cameras purchased)

What are the advantages of using TAP?

The advantages of using TAP

- Lower costs on camera replacement
- Camera support with NBD response time
- Fixed Annual Costs
- Different Payment Option
- Discount on Evidence Management Software
- Guaranteed support – also consider this as a backup to your current IT support

Will TAP allow me to upgrade to next generation of the same model?

Yes, Customers have the option to get a new camera or upgrade to the next generation of the same camera model. For example customers with M1G2 can get new M1G2 camera or upgrade to the M1G3.

What type of support comes with TAP?

Support response time is either same day but no later than next business day for all NBD support. For 24x7 Support, the response time is within 4 hours. Regardless of the TAP Plan chosen, VisioLogix goal is to response as fast as humanly possible.

What is the process of getting help for the camera issue?

Support is available 8x5 Monday to Friday Central Standard Time. Contact us via phone at 713-590-4544 or email at support@visiologix.com or visit <https://visiologix.teamwork.com/support>

Is software supported with the TAP Plan?

Depends on the TAP program you've selected there is a TAP program with software included as part of the program. If you selected to purchase the TAP program with software included, both EMS Standard and EMS Enterprise support is included Please check with your sales rep for further details.

Does the TAP Plan also include “No-Fault” Accidental Damage Protection?

The Plan does not include the “No-Fault” Accidental Damage Protection. However, Customers have the option to purchase the plan separately at a discount.

What TAP Plans are available?

There are four (4) TAP Plans available:

- Camera with EMS Standard include NBD Support
- Camera with EMS Standard include 24x7 Support
- Camera with EMS Enterprise include NBD Support
- Camera with EMS Enterprise include 24x7 Support
- Optional: Add “No-Fault” Accidental Damage Protection

Does the TAP Plan also include Data Recovery Services if my Camera fail during operation?

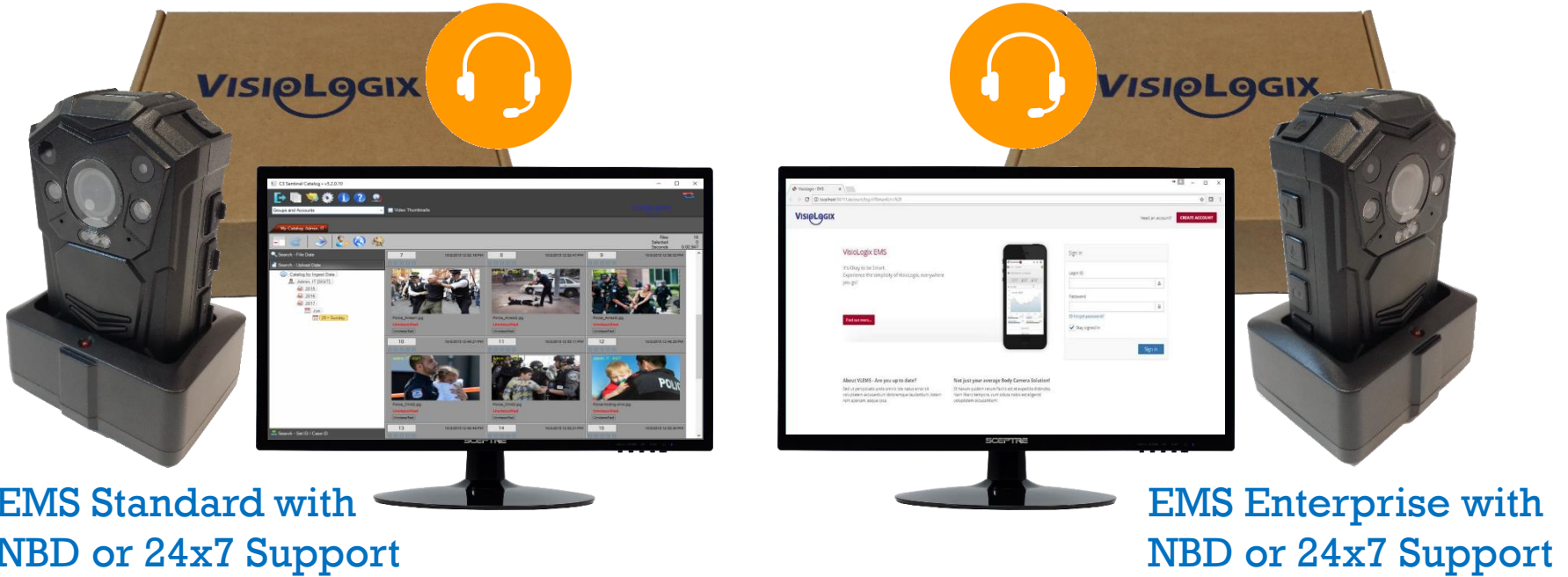
Yes, the TAP Plan does include Data Recovery Services (DRS). Please review our DRS agreement for further information on the process of data recovery service for the camera - <http://www.visiologix.com/data-recovery-services/>

What type of support tracking service is provided?

VisioLogix provides each client with a web based helpdesk ticketing system. Users needing support only have to email a designated email address (support@clientemail.x) and the helpdesk system will issue a tracking ID and give status on resolution. A few key features include:

- Ticket support system
 - Real-time visitor monitoring
 - Knowledgebase management
 - Download/upload publishing
 - Reliable live chat
 - TeamViewer to share a desktop view
- visit <https://visiologix.teamwork.com/support>

CAMERA W/ SOFTWARE TAP PLAN



EMS Standard with NBD or 24x7 Support

EMS Enterprise with NBD or 24x7 Support

- Includes Next Business Day Replacement
- Includes Latest Camera Features (added via firmware to further improve product functionality)
- 3 Year or 5 Year Plan available
- New camera every 3rd year
- Includes EMS Software with support (NBD or 24x7 option)
- Includes New Software releases

OUR VALUED CUSTOMERS

We appreciate our valued customers for their feedback and comments as it is used to improve our product and services.



LAW ENFORCEMENTS

THANK YOU



M1G3 with DSM1 Magnet Mount

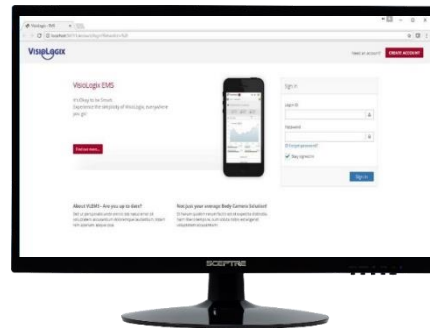
- Schedule a demonstration
- Request an evaluation unit
- Sales 866.446.5288 or 713.590.4539
- Email info@visiologix.com
- Customer care 713.590.4544
 - support@visiologix.com
 - <https://visiologix.teamwork.com/support>



Evidence Management Software (EMS) On-Premise or Cloud Solution



EMS Standard



EMS Enterprise

M1G3 Intelligent Docking/Upload Station

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