

Verint Video & Situation Intelligence Solutions (VIS) Software Support Plan

Today's powerful IP video technology offers superior functionality, but can be challenging to understand and complex to support. IP video solutions must often be deployed across cities, states and even continents, but managed from a central location. Built on advanced software technologies, they must operate seamlessly with other enterprise systems. And they must utilize enterprise networks without disrupting normal operations or monopolizing valuable IT resources. The support of these sophisticated IP video systems can be time consuming, difficult and expensive.

Expert Support to Maximize System Functionality and Increase Situational Awareness

The Verint® VIS Software Support Plan reduces the complexity of supporting advanced IP video systems.

Staffed by our experts in Verint VIS Software deployment and use, the program features live technical support, software updates and Web-based resources.

With the Verint VIS Software Support Plan, customers have the tools needed to anticipate, avoid and address operational problems. This comprehensive support suite helps customers use Verint Software to its full potential, with less maintenance time and maximized performance providing peace of mind that systems are operating at optimal levels.

Built on more than a decade of experience in all facets of networked video deployment, the Verint VIS Software Support Plan offers programs to suit a variety of requirements and budgets. Contact us at 800-4VERINT for information on which plans will work best for you.

At Verint, we are dedicated to providing our partners with the solutions and services to build competitive advantage produce satisfied customers and sustain business growth. With multi-tiered support programs, value-added services, and the award-winning Verint video portfolio, we transform video into value for our partners and their customers.



Verint VIS Software Support Plan offers three comprehensive plans designed to help organizations scale more effectively, improve performance, and optimize applications throughout and beyond the enterprise.



Verint VIS Software Support Plan

- Multi-tiered support programs with value-added customer services
- Provides you with an expert resource on complex IP video technologies
- Increases system uptime by utilizing Verint expertise to optimize performance
- From a global leader in networked video, with the industry's broadest video solution portfolio and over 100,000 deployments worldwide
- Verint offers unparalleled support, deep domain expertise and an understanding of the challenges facing you and your customers today

PLAN FEATURES	GOLD
Technical Support (Contact Center)	Business days ¹ 9 AM to 5 PM Local Time ^{2,3}
Online Resources	Included
Software Error Corrections	Included
Software Updates ⁴	Included
Microsoft Support (as applicable)	Testing results posted in the Verint Knowledge Base within 5 business days

- ¹ Excluding Verint company holidays.
- ² Local Time is the time zone the call is originating from. Time zones supported under Local Time are Pacific (incl. Hawaii), Mountain, Central, and Eastern. Calls from regions outside of Canada and the United States will be routed based on Eastern Time.
- ³ Afterhours support may be purchased for an additional fee, please contact your sales representative for details.
- ⁴ Periodic unspecified improvements or additions to the Software, including Error Corrections, new Versions, and other changes to the Software, that may be provided, but excluding any new Software feature or substantial additional functionality, which in Verint's sole discretion, is subject to additional fees. New Versions may require the procurement by Customer of additional hardware, related third party software (including, but not limited to, Microsoft SQL), and/or installation and configuration services.
- The initial support term begins on either (a) the ship date of the Verint Software, or, if shipment is not, (b) on the effective date of the purchase order and runs for twelve months thereafter.
- For each subsequent renewal Support Term to which Customer subscribes, Verint may increase the annual Support Fee for Software by no more than five percent (5%) over the annual Support Fee for the previous 12-month renewal Support Term for like Software and quantities.
- Discount do not apply to the price of any Software Support Plan. Minimum fees apply for Platinum and Platinum Plus plans.


**Verint offers a portfolio of advanced services tailored to meet your needs.
To receive information on these services, please contact your Regional Sales Manager.**

Verint. Powering Actionable Intelligence®

Verint® Systems Inc. (NASDAQ: VRNT) is a global leader in Actionable Intelligence® solutions for customer engagement optimization, security intelligence, and fraud, risk and compliance. Today, more than 10,000 organizations in over 180 countries use Verint solutions to improve enterprise performance and make the world a safer place. Learn more at www.verint.com.


Americas

 info@verint.com

 1-800-4VERINT


Europe, Middle East & Africa

 marketing.emea@verint.com

 +44(0) 1932 839500

Asia Pacific

 marketing.apac@verint.com

 +(852) 2797 5678

 verint.com

 twitter.com/verint

 facebook.com/verint

 blog.verint.com

Unauthorized use, duplication, or modification of this document in whole or in part without the written consent of Verint Systems Inc. is strictly prohibited. By providing this document, Verint Systems Inc. is not making any representations regarding the correctness or completeness of its contents and reserves the right to alter this document at any time without notice. Features listed in this document are subject to change. Not all functionality is available in all configurations. Please contact Verint for current product features and specifications. All marks referenced herein with the ® or TM symbol are registered trademarks or trademarks of Verint Systems Inc. or its subsidiaries. All rights reserved. All other marks are trademarks of their respective owners. © 2016 Verint Systems Inc. All Rights Reserved Worldwide. 1.2016