

Verint Security, Surveillance and Fraud Investigation Solutions 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 Support Plan reduces the complexity of supporting advanced IP video systems.

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

With the Verint 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. Contact us at 800-4VERINT for more information.

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. Verint offers a comprehensive support program that helps transform video into value for our partners and customers.

VERINT®



Verint Support Plan is designed to help organizations scale more effectively, improve performance, and optimize applications throughout and beyond the enterprise.

Verint Support Plan:

- 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

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PLAN FEATURES	GOLD
Technical Support (Contact Center)	Business days ¹ • 9 AM to 5 PM Local Time ²
Online Resources	Included
Software Error Corrections	Included
Software Updates ³	Included

- 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 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.
- Discounts do not apply to the price of any Software Support Plan.

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

World-Class Service and Support

At Verint, we are dedicated to the success of our partners and customers. To this end, we've developed world-class customer support programs and service offerings. Staffed by Verint experts in all facets of networked video deployment and use, Verint's Customer Support Program features live technical support, web-based resources, advanced replacements and a host of on-site professional services.

The Customer Engagement Company™

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