



S A F E G U A R D

# 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 LeadsOnline 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	<b>NEW!</b> 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® BULLETRAX™, 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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SERVICES*		PREVIOUS SafeGuard™	NEW & IMPROVED SafeGuard™
PARTITIONING MAINTENANCE AND COMMON DATA PUSH		✓	✓
CUSTOMER CARE	Proactive follow-ups	✓	✓
	System usage optimization guidance		✓
TRAINING	<b>NEW!</b> <b>Unlimited remote coaching</b> Have your specific questions answered quickly by senior certified instructors during short ad-hoc sessions.		✓
	Access to E-Learning		✓
	Limited on-site coaching	✓	
	Attend our sponsored seminars, webinars, and conferences**		✓
REPORTS	Yearly activity report	✓	✓
OPTIONAL ADVANCED SECURITY SERVICES***	Centralized user management	✓	✓
	User account management		
	Domain controller security policies		
	OS security patch deployment		
	Centralized antivirus		
	Vulnerability scanning and reporting		
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.

**+ ADVANCE MORE CASES FASTER**

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**LEADSONLINE**  
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