



The old cliché about change being constant is true for both your organization and for the Cameleon suite of applications. We're always adding new features, capabilities and support for a growing list of device types and manufacturers. As your surveillance system grows and changes, you need expert help to get the greatest ROI out of your equipment. The Cameleon Software Assurance program helps you do just that. Unlock the full potential of your Cameleon application.

ADAPT YOUR SYSTEM WITH CONFIDENCE

When you participate in the Cameleon Software Assurance program, you get the combined experience of the entire FLIR team. Our commitment to customer service is evidenced in our helpful and friendly expert staff, ready to walk you through any problem or concern you may have. In addition, we house a host of online resources to answer common questions and include free software upgrades, patches and driver packs. Priority technical support and remote configuration assistance are available to all Cameleon Software Assurance program members.





KEEP UP WITH INNOVATION

Choose the best solution for today and the future. Cameleon adds new functionality to its products on a regular basis and each new update introduces innovative capabilities to improve product efficiency. The Software Assurance program gives you access to the latest product updates so you can take advantage of future innovation, both from Cameleon and from other technology partners. Running on the most recent version puts you in a position to take advantage of innovation in other system components, such as cameras and storage devices.

ADAPT TO CHANGING NEEDS

The entire suite of Cameleon software applications have been designed to both integrate and grow with many different types of hardware and third party applications. With an interactive point-and-click view of your entire site, the scalable architecture of Cameleon meets all your security and surveillance needs.

PREDICTABLE COST

At some point you will have to make the decision to either allow your system to become outdated or find and allocate an unknown amount of money to upgrade. The Cameleon Software Assurance program takes away the surprise, allowing you to plan ahead with a fixed fee in your annual budget. This gives you access to the latest generation of technical innovation without any additional or hidden cost.

COVERAGE

- Support coverage Monday to Friday 8:00am to 5:00pm (PST), excluding major holidays
- Unlimited telephone, email and online technical support
- Logon access to online knowledge base and FAQ's
- Free access to all interim and major releases, patches and device drivers within your product category*
- Access to dedicated technical support developers
- Priority response and resolution of issues
- Remote configuration and troubleshooting assistance via internet**

*Bug fixes are made in the current product version, not to earlier versions that are still supported.

**System must have internet connectivity and client must provide access

Note: Software Assurance Programs do not include any time on site or new/custom development



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