cameleon™
SOFTWARE ASSURANCE

INVEST IN THE FUTURE

The entire suite of Cameleon software products have been designed to both integrate and grow with many different types of hardware and sensors – both digital and analog. With an interactive, point-and-click view of your entire complex, the scalable architecture of your chosen Cameleon software meets all your security and surveillance needs.

Maintaining such comprehensive situational awareness is a must for any organization. Protect this investment now and into the future with the Cameleon Software Assurance program and take advantage of new features and improvements as they are developed. Cameleon Software Assurance allows customers to take full advantage of their investment and maximize integration potential.

TECHNICAL ASSISTANCE

When you participate in a Cameleon Software Assurance program, you get the combined experience of the entire ICx 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 on-line resources to answer common questions and allow you to download the latest software packages. Priority technical support, remote configuration assistance and dedicated developers are available to all Cameleon Software Assurance program members.

BENEFITS

- Free software upgrades

- Access to the latest software patches and driver packs

- Telephone technical support

- Continued access to the latest Cameleon features

- Timely, focused response to any support requirement

- Online resources

icx™
technologies

NEW THREATS.
NEW THINKING.™

SOFTWARE ASSURANCE CHOICES

Cameleon Software Assurance packages are available for all Cameleon software products to augment your current technical support staff or to meet specific needs.

STANDARD

- Support coverage Monday to Friday 8:00am to 5:00pm (PST) excluding major holidays
- Unlimited telephone, email and online technical support
- Logon web 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

PREMIUM

- Support coverage Monday to Friday 8:00am to 5:00pm (PST) excluding major holidays
- Unlimited telephone, email and online technical support
- Logon web 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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