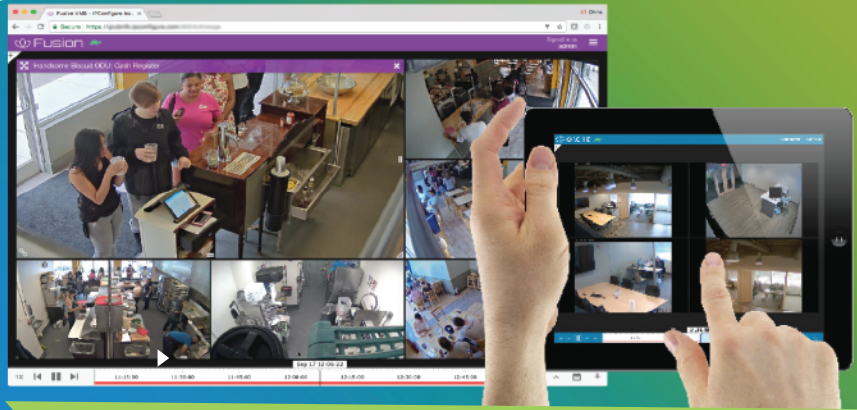


VISION



Video Retrieval and Archive Services

VISION HIGHLIGHTS

- The most cost-effective video technology of the future
- Enhanced image usability and integration
- Unified mobility and "Access Anywhere" technology via the cloud
- Flexible and scalable options
- 60 days of storage for HDTV-quality video

Need Quick Access?

Request process and delivery process for [Video Retrieval and Archive Services](#) provided by Wachter, Inc. at McD Locations. Wachter provides both [Remote](#) and [On-Site](#) retrieval and archiving services.

Request Process

- Requests can be made two ways:

Primary: Online

Visit: wachter.com/clip-request and complete the [Clip Request](#) form

Secondary: Phone

Call the [Wachter Help Desk](#) at **800-427-2674, Option 1**

NOTE: Wachter will assist callers in completing the online form. A valid, approved email address will be required for verification purposes and receipt of clip request.

Video clips may be requested by:

Authorized Agent

Authorized Agent

Insurance Representative

Video clips requests must include specific time of incident and range of time required in order to be processed.

NOTE: *Request should be limited to no more than five (5) cameras and up to one (1) hour of video, plus thirty (30) minutes pre- and 30 minutes post-event. Incidents exceeding these limits may incur additional fees.*

Remote Video Retrieval Process

- Wachter Helpdesk will connect remotely to restaurant site
- Helpdesk will export requested video from local on-site server to a secure off-site hosted server for archive for a period of two years.*
- Helpdesk will copy requested video clips from off-site archive server and provide to client via requested method.

On-Site Video Retrieval Process

- If Internet access issues prevent remote video retrieval, Wachter will (upon request) dispatch a field technician to locally retrieve the required video.
- Wachter technician will export the video locally to a USB storage device.
- Upon request, Wachter can either upload video to off-site archive server and follow approved process, or provide physical media (USB storage device) via FedEx.

*Additional years of archiving available upon request.

Video Distribution Process

As a standard, Wachter Helpdesk will provide (to approved individuals) a URL for download of video. Upon request, Wachter will ship physical media (USB storage device) directly to an approved individual via FedEx 2-day shipping.

**ARE YOU READY?
LET'S CONNECT**

