

## SERVICES OFFERED:

### REMOTE VIDEO RETRIEVAL & ARCHIVING SERVICE

Wachter will provide a service for **Retrieval and Archiving** of requested video clips and /or incidents requested by client.

Upon request, Wachter will download or **export video** and provide to client.

Wachter will store / **archive all incidents** for two (2) years from date of request.

### ORCHID FUSION CLOUD-BASED FEDERATED SOFTWARE

**Fusion**, the Wachter system software enhancement, provides a **powerful VMS unification platform** that offers the same ease of use and familiarity as the Orchid VMS user interface, but extends the platform across unlimited locations, cameras, and users.

Underpinning Fusion's advanced management and aggregation capabilities is **Orchid VMS**, a lightweight, cross-platform video recording solution that can be distributed across an almost endless variety of servers and IoT devices.

The Fusion web interface is hosted centrally via a secure cloud service – and in the event of a communication interruption, Orchid operates autonomously and continues to record, while remaining accessible via the standalone Orchid VMS user interface.

### BACKDOOR REPORTING SERVICE

Wachter will provide a service for **Real-Time Event Notification** on backdoor openings within a predefined schedule, as well as monthly **aggregate exception reports**.

Wachter will install a **dedicated camera** and **contact relay** to monitor the back door(s) of the store, which are to remain closed and locked during non-delivery times (determined by client).

Wachter will configure the system to **create an event video clip** whenever the door is opened outside of the times specified for normal operations.

The event video will record **one minute pre- and one minute post-event**, and the system will send an email with this video clip to the customer, who can view the clip on a mobile phone or PC.

### HEALTH MONITORING SERVICE

The Wachter system will provide **Real-Time System Health Monitoring** based on predefined event notifications.

The service will notify Wachter of events critical to system functionality and recording capabilities, so that **Wachter can proactively diagnose and address potential issues**.