

OVERVIEW

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/vision/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.

*Additional years of archiving available upon request.

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.

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 approved individual via FedEx 2-day shipping.

Wachter, Inc.
16001 West 99th Street
Lenexa, KS 66219
wachter.com

For more information or how to order, please contact
800-462-9638 // mcdinsidesales@wachter.com