

# AXON CAMERAS AND DEMS EXECUTIVE SUMMARY

CHARLOTTE POLICE DEPARTMENT

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## DETAILED PROGRAM DELIVERABLES

Axon's Camera package bundles hardware, software, accessories, training programs, 24/7 customer support, equipment refreshes, and warranties together, to help equip your officers with the solutions they need. Whether easing your administrative burden back at the station or protecting your officers in the field, Charlotte Police Department will receive the following program features and products to help you meet your goals.

HARDWARE	YEAR 1	YEAR 2	YEAR 3	YEAR 4	YEAR 5
Axon Body-Worn Camera	X		X		X
Axon Body-Worn Camera, Docks, Wall Mounts, and Accessories	X		X		X
Axon Fleet 2 System	X				X
Axon Interview Room	X				
SOFTWARE					
Axon Evidence Unlimited License			X		
Axon Fleet License			X		
Axon Interview Room License			X		
Axon Capture			X		
Storage			X		
SERVICES					
Professional Services Kick-off Training	X				
WARRANTIES					
Axon Camera and Dock Manufacturer + Extended Warranties			X		

### HARDWARE COMPONENTS

- ▶ 16 [Axon Body-Worn Cameras](#)
- ▶ 2 Axon Body-Worn Cameras Docks
- ▶ 5 Fleet Vehicles
- ▶ 1 Interview Room

### SOFTWARE COMPONENTS

- ▶ 3 [Axon Evidence Professional Licenses](#)
- ▶ 14 Axon Evidence Basic Licenses
- ▶ 2500 GB of a la carte BWC storage per year
  - ▶ Additional .40 cents per GB
- ▶ Unlimited Fleet and Interview camera storage

### WARRANTIES & REFRESHES

- ▶ Five-Year Camera (all products) Warranty
- ▶ Two refreshes on Body and one on Fleet

BILLING SCHEDULE	
Payment Year	Cost per Year (16 Officers)
Year 1	\$14,000.00
Year 2	\$14,000.00
Year 3	\$37,333.33
Year 4	\$37,333.33
Year 5	\$37,333.33
<b>TOTAL PROGRAM COST</b>	<b>\$139,999.99</b>
<b>TOTAL PROGRAM DISCOUNT</b>	<b>\$4,922.31</b>

PROTECT  
LIFE



APPENDIX



## DETAILED PRODUCT OVERVIEW

### \\WHAT'S INCLUDED

[AXON BODY 3](#) – Unlock added value with Axon's connected camera, Axon Body 3, where advanced imaging and audio meet real-time awareness. Additionally, users benefit from an Axon Aware+ license that enables real-time alerts, live maps, and access to live streams from Axon Evidence and the Axon Aware mobile application.

[AXON FLEET 2](#) – Featuring improved front and rear cameras, Axon Fleet 2 is a breakthrough video system that unlocks the power of Axon's network. Offload video anywhere. Watch up to four videos at once on Evidence.com. Axon Fleet 2 is upgraded continuously behind the scenes, so you'll always have the latest, greatest in-car tech connected to the Axon network of people, devices, and apps.

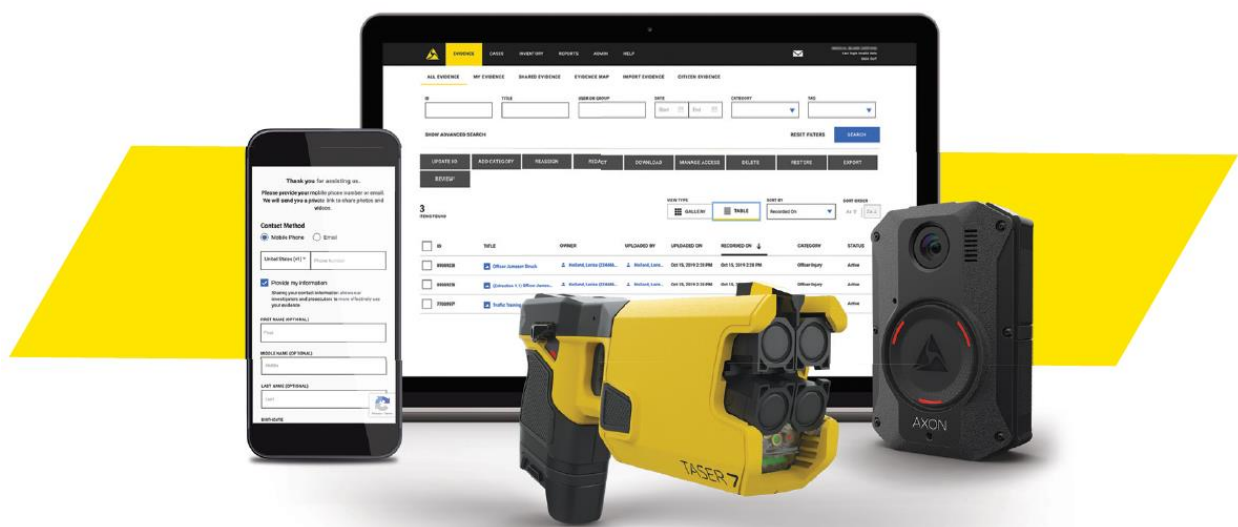
[AXON INTERVIEW ROOM](#) – Axon Interview allows agencies to capture video of witness and suspect interviews, tag it with descriptive metadata, and automatically transfer it to Evidence.com. Featuring world-class security and large-agency support, it is a full interview room video solution that provides critical, defensible evidence for the prosecution.

[AXON TECHNOLOGY ASSURANCE PLAN](#) – a service plan that combines warranty coverage on your Axon body cameras with automatic refresh units every 2.5 years. Minimizing the chance that an officer goes on duty without a camera, TAP includes on-site spare units, as well as an extended warranty at no additional cost through the life of the agreement. TAP not only protects your agency today—it ensures it will stay protected in the future.

[AXON EVIDENCE](#) – Axon Evidence is a DEMS built to meet the demands of modern policing. Feature-rich, cloud-based, and scalable, our system makes it easy to manage, access, and share data, while maintaining security and chain of custody.

[REDACTION STUDIO](#) – Redaction studio is included for use with every Axon Evidence Professional license. This redaction tool gives command staff the ability to blur faces, licenses plates, video screens on video evidence without having to use a 3<sup>rd</sup> party software or vendor to complete this task.

[AXON CAPTURE](#) – A mobile application built for your smartphone to easily record photo, audio, and video evidence without leaving the scene.



## DEDICATION TO CUSTOMER SUCCESS

Once a solution is delivered, most agencies are left asking, what's next? Axon has you covered. We are committed to providing Charlotte with post-sales and post-deployment support. Whether that be troubleshooting assistance, technical support, additional training, consulting advice, or help with exchanging and returning equipment, our dedicated team is here for you. Through regular communication, our knowledgeable staff can offer Charlotte the support you should expect from a service provider. This support includes access to:

- ▶ **24/7 CUSTOMER SUPPORT** – Axon's full customer support division available via live phone support, 24 hours a day, seven days a week.
- ▶ **PROFESSIONAL SERVICES** – Experienced and skilled personnel who are involved in the implementation, development, deployment, management, and support of your Axon program
- ▶ **SALES ENGINEERS (SE)** – SEs own the technical aspects of the sales process and have the technical mindset which allows them to understand complex systems and solve intricate challenges involving hardware, software, and network issues
- ▶ **CUSTOMER SUCCESS MANAGERS** – Dedicated Axon personnel assigned per agency who communicate important operating system/firmware and hardware updates, identify day-to-day bugs, and address general issues, as well as fulfill hardware refreshes and deployment of new equipment, conduct quarterly business reviews with customers, and identify important customer feature requests
- ▶ **SUBJECT MATTER EXPERTS (SME)** – SMEs have vast experience in Axon products and an understanding of the complex issues that affect law enforcement around the world
- ▶ **ECOMMERCE** – Axon's online store available to clients for an expedited purchasing experience on smaller orders
- ▶ **CONSULTANTS** – Part-time expert consultants, made up of retired law enforcement leaders, who deliver service on smaller projects and serve as additional resources on large projects
- ▶ **AXON'S EXECUTIVE TEAM** – A leadership team with broad business and technology experience
- ▶ **AXON'S CEW TEAM** – A team of experienced CEW sales reps, engineers, and SMEs
- ▶ **CURRENT CLIENT EXPERIENCE** – Reference information provided by our current clients to demonstrate our experience working with agencies of similar size and scope of work
- ▶ **AXON ACCELERATE** – Axon's user conference brings members of the law enforcement community, technology leaders, and prosecutors together to learn how agencies can make policing more effective and efficient with Axon products
- ▶ **ACCOUNT MANAGEMENT HELP** – Available assistance when issues arise with an agencies account
- ▶ **LUNCH AND LEARNS** – Short informational sessions to share knowledge across and within different disciplines at Axon
- ▶ **LEARNING AND DEVELOPMENT** – Ongoing training courses that cover and promote proper software and hardware use and compliance

Our goal is to provide Charlotte with the necessary assistance to help make the most of the solutions you count on every day. With a network of resources dedicated and designed to meet the needs of law enforcement, Axon is here to help.

