
10-YEAR QUOTE SUMMARY

OFFICER SAFETY PLAN 10 FOR DICKINSON POLICE DEPARTMENT

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EXECUTIVE OVERVIEW

With Axon's Officer Safety Plan 10, Dickinson Police Department will gain access to a seamlessly integrated ecosystem of connected hardware and software. Designed to work together, these solutions help better support operations, streamline collaboration, and improve data management—while reinforcing safety and security across your organization.

By bundling these solutions into a single, cost-effective package, Dickinson Police Department will have the essential tools to increase transparency, streamline workflows, and drive productivity—all while fostering a safer, more connected environment.

Choosing a bundled investment over individual purchases provides significant value, with Dickinson Police Department saving **\$682,302.46** over a 10-year contract.

For your convenience, we have also included a link to our [Master Services and Purchasing Agreement](#) for you to review.

If you have any questions regarding our solutions or pricing, please contact:

POINT OF CONTACT

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Please note that to sign a deal with Axon Enterprise, Inc., all accounts must be current, and any outstanding invoices must be paid.

We look forward to partnering with Dickinson Police Department to strengthen your workflows by integrating our technology into your daily operations.



COST OVERVIEW

CONTRACT LENGTH AND REFRESHES	
Program Length	10 Years
Refresh Schedule	Axon Body-Worn Cameras – 30, 60, 90, and 120 Months Axon Docks – 30, 60, 90, and 120 Months VR Headset and Tablet Refresh – 60 and 120 Months
BILLING SCHEDULE	
Year 1	\$142,500
Year 2	\$142,500
Year 3	\$209,883.32
Year 4	\$209,883.32
Year 5	\$209,883.32
Year 6	\$209,883.32
Year 7	\$209,883.32
Year 8	\$209,883.32
Year 9	\$209,883.32
Year 10	\$209,883.32
SAVINGS OVERVIEW	
Estimated Savings per Year	\$68,230.25
Total Savings Offered	\$682,302.46
TOTAL	
Total Program Cost	\$1,964,066.59
Estimated Total w/ Tax	\$1,964,066.59



STORAGE OVERVIEW

With the collection of Dickinson Police Department's digital evidence on the rise, having access to a highly scalable cloud-storage solution capable of housing both Axon and non-Axon data is of the utmost importance. Especially when you need a reliable storage array to quickly access, manage, and share your data. With our proposed solution, Axon is offering Dickinson Police Department the following storage amounts so your data is available all from one place.

AVAILABLE STORAGE BREAKDOWN	
LICENSE TIER	STORAGE AMOUNT
A-la-Carte Storage	5600GB
Axon Device Data Storage	Unlimited
Axon Evidence Storage	Unlimited



SOLUTION DELIVERABLES

Axon's Officer Safety Plan 10 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, Dickinson Police Department will receive the following program features and products to help you meet your goals.

HARDWARE COMPONENTS

ENERGY WEAPONS

- ▶ 43 TASER 10 Energy Weapons
- ▶ 43 TASER 10 Battery Packs
- ▶ 43 TASER 10 Safariland Holsters
 - ▶ 43 Right-Hand
- ▶ 1 TASER 10 Docks and 1 Wall Mounts
- ▶ TASER 10 Cartridges and Magazines TASER 10 Cartridges and Magazines
 - ▶ Includes Live, Duty, and HALT Cartridges
 - ▶ Includes Live, Duty, Training, and HALT Magazines
 - ▶ Includes Live Duty Replacement Cartridge Program
- ▶ 1 HALT Suits
- ▶ 1 HALT Targets and Target Frames

BODY-WORN CAMERAS

- ▶ 43 Axon Body-Worn Cameras
- ▶ 6 Axon Body-Worn Cameras Docks, 6 Wall Mounts, and Accessories
- ▶ 48 Axon Body-Worn Camera Mount per Camera

AUTOMATIC SENSORS

- ▶ 43 Axon Signal Sidearm Kits
- ▶ 86 Axon Signal Sidearm Spare Batteries

VR TRAINING

- ▶ 1 VR Headsets and Controller Kits
- ▶ 1 Handheld Tablets and Cases
- ▶ 1 Handgun VR Controllers
- ▶ 1 TASER Energy Weapon VR Controllers w/ Holsters
- ▶ Tactical Carry Bags



SOFTWARE COMPONENTS

ENERGY WEAPONS

- ▶ 43 Axon Evidence TASER 10 Licenses

BODY-WORN CAMERAS

- ▶ 43 Device Connectivity Licenses

VR TRAINING

- ▶ 43 VR TASER 10 User Access Licenses
 - ▶ Includes Simulator Training and TASER Arena

DEMS

- ▶ 57 Axon Evidence Pro Licenses
- ▶ 43 Axon Evidence Unlimited Storage Licenses (Axon Data Only)
- ▶ 43 Axon Community Request User Licenses
- ▶ 43 Standards Licenses
- ▶ 43 Auto-Tagging Licenses
- ▶ 43 My90 by Axon Licenses

TRAINING AND SUPPORT

- ▶ Axon Full-Service Deployment
- ▶ Axon Academy Online Training Content

ENERGY WEAPON VOUCHERS

- ▶ TASER 10 Master Instructor School Vouchers
- ▶ TASER Instructor Course Vouchers

WARRANTIES AND REFRESHES

- ▶ Five-Year TASER 10 Handle, Battery, and Dock Extended Warranties
- ▶ Ten-Year Body-Worn Camera and Dock Warranties
- ▶ Body-Worn Camera and Dock Refreshes
- ▶ VR Headset and Tablet Refreshes



DETAILED SOLUTION OVERVIEW

When deployed together, the solutions included in Officer Safety Plan 10 work as a connected system to help promote safety, efficiency, and operational effectiveness. The following section provides detailed overviews of each solution, outlining their key capabilities and benefits.

TASER 10 ENERGY WEAPON

The TASER 10 energy weapon is designed to provide a less-lethal response option, allowing users to gain control of a resistant or aggressive individual while reducing the risk of injury. The device delivers Neuromuscular Incapacitation (NMI), which temporarily overrides voluntary muscle control, enabling users to safely gain compliance without relying on pain compliance techniques.



Built for rugged performance, the TASER 10 features a high-impact polymer housing, is IP67-rated for dust and water resistance, and has been drop-tested from five feet to withstand demanding environments. With a five-year useful life, it is a durable and reliable de-escalation tool in a variety of operational settings.

The TASER 10 introduces a single-probe firing system, giving users greater control over probe placement and targeting accuracy. Equipped with 10 individually targeted probes, the device provides up to nine additional opportunities to complete a circuit if an initial probe misses. Once two probes successfully connect, an electrical charge is delivered, temporarily incapacitating muscle function and allowing for safer resolution of encounters.

TASER 10 IN USE

The TASER 10 energy weapon provides multiple opportunities to gain compliance from a safe distance, whether through its warning alert or probe deployment. Users can first attempt to de-escalate a situation by activating the warning alert, which emits a bright pulsing light and an audible sound. The two together serve as a deterrent, signaling intent to deploy, making it clear the energy weapon is unholstered, and giving individuals a chance to comply before force is needed.

If the situation requires further action, users can deploy probes one at a time to establish control from a distance. Each probe is fired individually, allowing users to adjust aim and placement as needed. Once two probes make contact, an electrical circuit is completed, enabling a controlled response to gain compliance.

The TASER 10 energy weapon supports engagement at multiple distances, providing users with flexibility based on the environment and threat level. A 0-foot minimum range allows for safe deployment in close quarters, while a 45-foot maximum range provides greater distance and additional time to assess a situation before engaging. Whether using the warning alert to encourage voluntary compliance or deploying probes to establish control, the TASER 10 energy weapon gives users measured options to resolve encounters safely while reducing the need for higher levels of force.



TASER 10 AFTER USE

When it is time to recharge and offload data, users can dock the TASER 10 energy weapon to recharge, upload device logs to Axon Evidence, and receive firmware updates. Docking stations are available in 1-bay and 6-bay configurations, accommodating different layouts and operational setups.

Once the TASER energy weapon data is uploaded, administrators can monitor usage, track system status, and manage assigned devices. Administrators can also verify firmware versions, access audit trails, and confirm that each TASER 10 energy weapon remains updated and ready for deployment.

DATA-DRIVEN INSIGHTS WITH TREND

TREND gives administrators real-time access to TASER energy weapon data, allowing them to track deployments, monitor trends, and evaluate program effectiveness. Self-service dashboards provide a clear view of when and how TASER energy weapons are used, helping administrators assess impact and identify areas for improvement.



By reviewing force avoidance cases, administrators can see where de-escalation efforts were successful, reinforcing accountability and guiding training decisions. Tracking deployment success rates and injury trends allows for policy refinement and resource planning. With actionable insights, TREND can help administrators improve TASER energy weapon programs, strengthen safety efforts, and support transparency initiatives.

FEATURES AND BENEFITS

- ▶ **0-FOOT MINIMUM RANGE** – Enables close-quarters deployment, allowing users to stop a threat within personal space.
- ▶ **45-FOOT MAXIMUM RANGE** – that creates more time and space to de-escalate and resolve conflicts
- ▶ **10-SINGLE PROBE CARTRIDGES** – that provide users with nine opportunities to achieve an effective connection leading to NMI
- ▶ **INDIVIDUALLY TARGETED PROBES** – that allow users to place each probe with precision and accuracy, and create their own spread from close or long range
- ▶ **ANY PROBE CONNECT TECHNOLOGY** – that uses a spread optimizer to energize up to four probes at once
- ▶ **INTEGRATION WITH AXON VR TRAINING** – to help improve TASER energy weapon proficiency, use-of-force decision-making, and confidence under stress
- ▶ **DAYLIGHT GREEN LASER** – that improves accuracy while aiming from varying distances
- ▶ **A CENTRAL INFORMATION DISPLAY** – on the back of the energy weapon that provides information on the status of the weapon, cartridge information, and the battery's status



AXON BODY 4

The Axon Body 4 is built to capture clear, admissible video and audio evidence in a variety of environments. It supports four configurable resolutions, from 480p to 1440p, allowing users to balance video quality with storage needs. Low-light and clear frame technology helps maintain visibility in challenging conditions, allowing the camera to capture details as they appear in the moment.

For high-fidelity audio, the Axon Body 4 features four built-in microphones strategically placed within the device. These work alongside advanced audio processing to record clear speech and environmental sounds, preserving important details in every interaction.



AXON BODY 4 IN USE

The Axon Body 4 is designed for intuitive operation, allowing users to quickly capture critical evidence. Seven strategically placed buttons provide direct access to essential functions, including starting and stopping recordings, adjusting volume, switching modes, checking device status, and powering the camera on or off. Two programmable buttons offer additional customization, giving organizations the flexibility to tailor the device to their specific needs.

To reinforce recording awareness, the Axon Body 4 provides multiple visual, audio, and haptic cues, allowing users to quickly assess the camera's status while focusing on their tasks and interactions. For example, when the camera is recording, both the front-facing LED and the Camera Display emit a blinking red light, accompanied by a vibration and beeping sequence that aligns with the mode of operation. These sensory indicators not only provide real-time status updates to the user but also create awareness of the camera's presence among those nearby. This heightened awareness can influence behavior, promote more constructive interactions, and contribute to safer outcomes simply by reinforcing the understanding that actions are being documented.

After a recording is complete, on-camera categorization allows users to tag footage with pre-defined retention categories before upload. This helps streamline post-event workflows by organizing evidence at the moment of capture.

DEVICE CONNECTIVITY WHILE IN USE

Axon Body 4 is a fully connected device, designed to support real-time operations, communication, and situational awareness. With built-in LTE and Wi-Fi connectivity, the camera continuously transmits live data—including location, status, alerts, and active livestreams—back to Axon's real-time operations systems. This connection is mostly passive, meaning users do not need to take any action for their camera's status and alerts to appear on the Axon Fusus Map. Authorized personnel can then monitor unfolding events in real time, gaining immediate situational insights without disrupting the user's workflow.

For direct engagement, Watch Me and Bi-Directional Communication allow users to actively request support. With Watch Me, a user can notify connected viewers to open a livestream,



while Bi-Directional Communication enables hands-free voice contact with supervisors, translators, or other support roles.

AXON BODY 4 AFTER USE

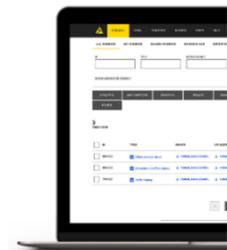
After active use, users can quickly offload footage by placing the Axon Body 4 into a docking station. Whether on a desk or wall-mounted, the docking station facilitates a secure and automated transfer to Axon Evidence, clearing storage for future recordings. At the same time, the camera charges and receives firmware updates, keeping it up to date with the latest features and performance enhancements. Organization-defined settings are also updated during this process, helping to maintain consistency across devices and readying the Axon Body 4 for the next deployment.

FEATURES AND BENEFITS

- ▶ **RUGGED, TESTED DESIGN** – Built to withstand impacts and harsh environments, meeting Ingress Protection Rating, MIL-STD Defense, and Impact Certification standards.
- ▶ **AES-256-XTS FULL-DISK ENCRYPTION** – Helps protect recorded evidence from unauthorized access.
- ▶ **LONG-LASTING BATTERY** – Provides approximately 13 hours of battery life per charge under normal operations.
- ▶ **LARGE INTERNAL STORAGE** – Provides 128 GB of storage to house captured video files.
- ▶ **VERSATILE MOUNTING SYSTEM** – Securely attaches to uniforms, helmets, belts, and other equipment for flexible placement.
- ▶ **BUILT-IN CONNECTIVITY** – Enables real-time notifications, GPS tracking, Wi-Fi updates, and secure livestreaming over LTE and Wi-Fi connections.
- ▶ **AXON SIGNAL TECHNOLOGY** – Communicates with Axon-connected devices to begin a recording when certain actions are detected, such as a user arming a TASER energy weapon.
- ▶ **CONFIGURABLE PRE-EVENT BUFFER** – Captures up to two minutes of video before a recording begins.
- ▶ **IN-FIELD EVIDENCE OFFLOAD** – Allows users to wirelessly send select evidence files directly from the camera to Axon Evidence.

AXON EVIDENCE

Axon Evidence is a scalable, cloud-based DEMS, which stores all digital evidence in a centralized, secure system. Axon Evidence integrates with the entire Axon Ecosystem of devices and applications, so your users and administrators can use its suite of features to easily store, organize, and view data and evidence. On top of that, Axon Evidence includes easy-to-use case-building tools and sharing workflows that allow users to build cases out of the evidence stored in the system. Once built, these cases can then be shared both internally and with external partners.





AXON EVIDENCE MANAGEMENT AND WORKFLOWS

Personnel in a variety of roles can use Axon Evidence as the centralized system for uploading, storing, managing, searching, and organizing evidence—both captured via devices in the Axon Ecosystem and gathered from other, third-party sources.

Each user of Axon Evidence has their actions and capabilities within the system determined by role-based access permissions defined by administrators. These permissions are reflected within the system's dynamic user interface. For example, an Admin user will most likely have access to more tools and actions than that of a Basic user. Depending on those permissions, a user's experience in the system will vary. Providing user access to only the tools necessary to complete their duties in Axon Evidence creates a cleaner workspace with fewer distractions.

SEARCHING AND MANAGING EVIDENCE

The search functionality in Axon Evidence is designed to reduce the time it takes to locate an evidence file. The search interface offers an intuitive and customizable design that allows users to quickly navigate the search fields and filters to find exactly what they are looking for.

Axon Evidence also supports bulk action capabilities that can save users time when managing the system and their evidence. For example, instead of going into the video player interface to perform actions on an individual video, Axon Evidence supports bulk actions that can be performed on one or many selected videos within the search results, which can save time when managing multiple pieces of evidence.

WORKING WITH EVIDENCE

While working with evidence, users will review and playback video and audio with our built-in media player. With basic controls that allow a user to play, stop, rewind, fast forward, and control the speed at which evidence files are played, users can quickly and thoroughly review their evidence.

While reviewing evidence from the View Evidence page, your users can also:

- ▶ **CREATE CLIPS AND MARKERS** to focus on or separate certain parts of a video
- ▶ **CREATE REDACTIONS** with powerful AI that helps detect and mask common objects such as license plates, MDC screens, and faces
- ▶ **VIEW METADATA OVERLAYS** that display important information such as the time, date, agency name, and evidence ID
- ▶ **ADD METADATA, TAGS, NOTES, AND CATEGORIES** to the evidence file
- ▶ **SHARE EVIDENCE FILES** with other users or external partners
- ▶ **ACCESS, DOWNLOAD, AND SHARE THE AUDIT TRAIL** to review actions taken on the evidence
- ▶ **VIEW LOCATION DATA AND AUTOMATED TRANSCRIPTIONS** that may be associated with the evidence file



CONTROLLING ACCESS TO EVIDENCE

Axon Evidence governs access to stored information through agency-defined access control settings and configurations. Administrators will create roles for different users that dictate levels of access. Each Axon Evidence user will then be assigned one of these roles, which determines if they do or do not have access to particular DEMS features and functions, as well as evidence. Administrators can also create cases and groups to control evidence access lists and improve sharing workflows.

Additionally, Axon Evidence provides many customizable security features to protect access to evidence, including password complexity requirements, failed login limits, and enforced timeout settings. Multi-factor authentication and single sign-on options are also available to further secure access to Axon Evidence.

PROTECTING THE CHAIN OF CUSTODY

Robust evidence, device, and user audit trails help protect the chain of custody within Axon Evidence. For peace of mind, every action taken by your personnel when in the system is tracked and recorded in a tamperproof audit trail.

Axon's compliance demonstrates our commitment to providing a trustworthy platform and offers Dickinson Police Department a way to understand the controls put in place to secure Axon Evidence and the data you store in it.

SECURING THE SYSTEM AND EVIDENCE

Axon Evidence was designed and operates to comply with the FBI CJIS Security Policy. Dickinson Police Department can be assured that your digital data is protected by a robust information security program designed to exceed the CJIS security requirements as well as provide protection against current and emerging threats.

Additionally, all evidence data is encrypted at rest and in transit. Robust SSL/TLS is implemented for data in transit using TLS 1.2 with a 256-bit connection and Perfect Forward Secrecy. Evidence data stored at rest is encrypted with at least 256-bit AES.

AXON EVIDENCE MOBILE APP

Axon Evidence can be accessed via the Axon app from a mobile device. The Axon app can be particularly valuable for keeping users connected and productive during downtime—such as when waiting at an off-site location. The app allows users to search for evidence with predictive features for ease-of-use, and edit evidence metadata on the spot, helping keep information accurate and up to date. Additionally, the app supports real-time internal sharing of evidence, promoting collaboration and faster decision-making both internally and externally.

Additionally, authorized users can access Community Request features built into the app to obtain evidence from third parties while maintaining chain of custody.

TRAINING IN ACTION

Axon VR Training combines immersive technology with practical skill building, providing trainees and trainers with a flexible and interactive training platform. By integrating realistic scenarios and hands-on guidance, this solution supports the development of



decision-making, communication, and tactical skills in a focused and collaborative environment. Whether trainees practice independently or with trainer oversight, Axon VR Training is designed to help support agencies meet their training goals.

TRAINING MODULES AND APPLICATIONS

Axon VR Training offers multiple modules to build skills across communication, decision-making, and tactical readiness:

- ▶ **TASER ARENA** - An arcade-style VR game developed by Axon and designed to offer both entertainment and education on the basics of TASER energy weapons, with a focus on aspects such as time, distance, and accuracy under stress.

AXON ACADEMY

Axon Academy is a centralized learning management system for Axon certifications training, including TASER Operator and Instructor certifications. Access requires login via MyAxon or Axon Evidence credentials. For certification training or select e-learning courses—including VR Getting Started and Facilitator's Guides—Axon Academy allows users to self-register or register trainees on their behalf. The platform also provides e-learning content, tracks trainee progress, and stores training records and certifications.

FULL LIST OF AVAILABLE TRAINING MODULES

<p>SIMULATOR TRAINING (RANGE SKILLS)</p>	<ul style="list-style-type: none"> ▶ Clothing ▶ Distance ▶ Draw Reps ▶ Firing Range ▶ Moving Targets ▶ Timed Deployment
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VALUE-ADDED SOLUTIONS

In addition to the aforementioned solutions, we have also included additional solutions and features of the Officer Safety Plan 10 that can be implemented by Dickinson Police Department—now or in the future—to improve upon your current technology deployments as needs evolve. These solutions and features include:

AXON COMMUNITY REQUEST

OBJECTIVE // Create submission portals that can be shared with the individuals or the community to intake evidence

Axon Community Request is a tool built to securely request evidence from community members or the public at large for ingestion into Axon Evidence. Axon Community Request can be used by users to collect evidence, such as cell phone or surveillance video, from witnesses or victims. The tool also allows authorized users to create a public web portal and associated QR code for sharing to social media, news media, or other outlets. Community



members can then access the portal link and upload any evidence they have related to the incident in question, greatly simplifying the evidence-collection process.

AXON STANDARDS

OBJECTIVE // Create and manage internal affairs and officer-based performance reports

Axon Standards is a tool in Axon Evidence that assists with report writing for personnel-involved events. Supervisors and Professional Standards teams can streamline their report-writing duties by having direct access to the associated digital evidence and taking advantage of predictive typing, task delegation, and data management features. System administrators can also create custom forms specific to policies, design routing and approval processes to match your workflows, and create automated alerts so that no report is bottlenecked in review.

AXON DRAFT ONE

OBJECTIVE // Draft One is to streamline police report writing through AI automation while preserving officer oversight to enhance efficiency, accuracy, and transparency in law enforcement documentation.

Axon's Draft One is an innovative AI-powered report-writing tool designed to help law enforcement officers efficiently and accurately document incidents. Using audio captured from body-worn cameras, Draft One automatically generates a first-draft narrative within minutes, allowing officers to focus more time on community engagement rather than administrative tasks. Each report remains fully under officer control—users review and edit the AI-generated draft before submission, ensuring accuracy and accountability. Draft One has shown that reports are comparable or superior in quality, clarity, and neutrality to traditional reports, with no evidence of bias. By streamlining documentation and maintaining human oversight, Draft One enhances both efficiency and transparency in police reporting.

AXON AUTO TRANSCRIPTION

OBJECTIVE // accelerate evidence review and documentation by automatically generating secure, accurate text from recorded audio.

Axon's Auto-Transcription technology leverages advanced speech recognition to automatically convert audio from body-worn cameras and other Axon devices into accurate, time-stamped text. This tool saves officers significant time by eliminating the need for manual transcription, allowing them to quickly review and search recordings for key details. Integrated seamlessly with Axon Evidence and Draft One, Auto-Transcription supports more efficient report writing, evidence review, and case preparation. The system is designed with strict data security and compliance standards, ensuring that all transcribed content remains securely stored and accessible only to authorized personnel.



AUTO-TAGGING

OBJECTIVE // Automatically apply metadata from your CAD or RMS service to evidence files stored in Axon Evidence

Axon's auto-tagging service takes metadata directly from your CAD or RMS solution and correlates it with videos or photos associated with an incident in Axon Evidence. Your users will no longer need to manually tag their body-worn camera recordings or double-check manual entries for errors. Auto-tagging also works with evidence uploaded via the Axon Capture mobile app, Axon Evidence imports, or uploads via API integrations. With auto-tagging, administrators can rest easy knowing that the metadata is linked with custom retention categories in Axon Evidence, making proper evidence retention simple.

AXON SIGNAL SIDEARM

OBJECTIVE // Initiate a recording on nearby Axon cameras when a firearm is drawn

Axon Signal Sidearm is a device that attaches to the outside of commonly used holsters and sends a signal communication to initiate recording of Axon body-worn cameras when a firearm is drawn. By using Axon Signal Sidearm, a user can confidently focus on events as they occur, rather than having to remember to manually begin a recording on body-worn cameras during critical moments. Axon Signal Sidearm activation will also be timestamped within video and audio to review post-incident.

MY90

OBJECTIVE // Deliver surveys and display results to provide actionable insights into community and staff satisfaction

My90 is an engagement and analytics tool designed for organizations and the communities they serve. My90 sends automated and confidential surveys to community members and callers who interact with your personnel. Feedback can also be collected anonymously from said personnel to reduce burnout and support overall wellness.



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 Dickinson Police Department 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 Dickinson Police Department the support you should expect from a service provider. This support includes access to:

- ▶ **24/7 CUSTOMER SUPPORT** – Axon's full customer support division is 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 a technical mindset that 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
- ▶ **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 WEEK** – 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 agency's account
- ▶ **LEARNING AND DEVELOPMENT** – Ongoing training courses that cover and promote proper software and hardware use and compliance

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

CAPTURE TRUTH
ACCELERATE JUSTICE
PROTECT LIFE

