

HID Global® Professional Services Packages Secure Issuance



SERVICES FOR BEST PRACTICE IMPLEMENTATION AND CONFIGURATION OF HID GLOBAL SECURE ISSUANCE SOLUTIONS

- **Successful delivery** – HID Professional Services™ can assist in project planning and management from start to finish. This consultative approach identifies technical complexities and risks up front – finding the best integration pathways, providing options, and deploying the right solution to ensure success.
- **Enhanced customer experience** – You will receive personalized service from a dedicated HID Professional Services team member who will work with you to ensure best practice implementation and train your team to effectively manage your issuance processes to make the most of your secure issuance solution.
- **Increased cost efficiency** – HID Professional Services will help you determine what aspects of project implementation and integration are necessary and what can be deployed down the road so that you can make the right decisions for your organization.

HID Professional Services™ are sold and delivered through the HID Advantage Partner™ network, together with other Genuine HID® products and solutions.

Our goal is to deliver complete solutions, ensuring they will be fully operational, deployed according to best practice, on schedule and on budget.

The HID Professional Services team is committed to accelerating value and reducing your business risks through successful implementation of Genuine HID® solutions. HID Professional Services for secure issuance solutions are affordably priced and provide high-value deployment assistance services that ensure customer satisfaction from installation through in-depth operator training.

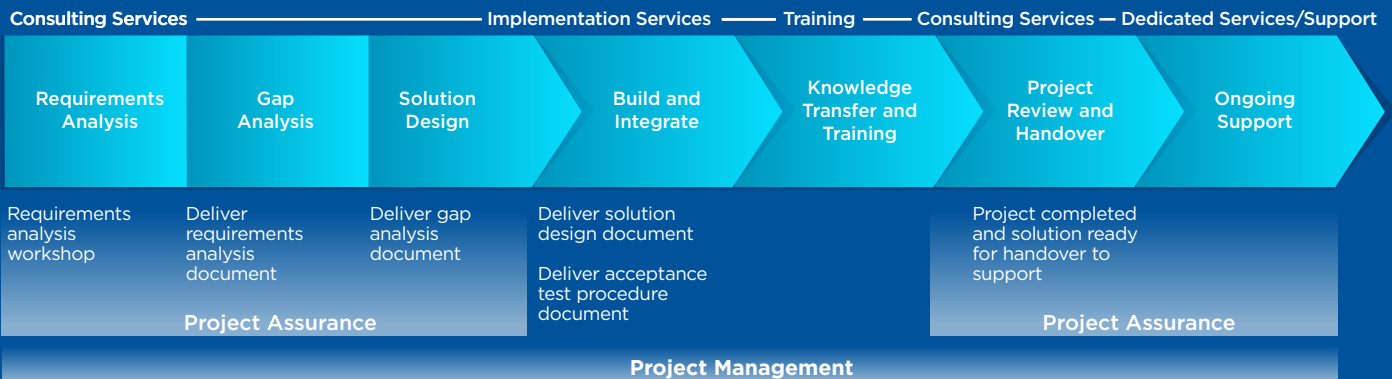
HID Professional Services provide you with expert guidance on how to incorporate your digital world onto a physical card. Our team will help you identify trouble spots in your secure issuance deployment and help to correct them before full implementation of your solution. We will walk you through initial printer set-up and configuration step-by-step, selecting the best printing and security settings for your needs, capturing and importing information from your internal databases, and helping you with card layout and printing of your secure credentials.

Depending on the type, size and complexity of your deployment, our Genuine HID Investment Protection Service packages can provide your organization with scheduled maintenance updates and functionality upgrades to maximize your printer's performance and ensure that your investment is protected long into the future.

Our professional services are all backed by a Certified Information Systems Security Professionals (CISSP) team with the experience and expertise needed to ensure successful on-time and on-budget delivery. From high-level planning through integration to ground-level hands-on training, HID Global's certified consultants can help you reduce your risk and teach your team how to properly manage, extend and support your solution.



HID PROFESSIONAL SERVICES PROJECT ASSURANCE METHODOLOGY



SPECIFICATIONS

Scoping & Planning	<p>Ensures HID Global's secure issuance solutions are designed and implemented based on best practices and includes workshops and ongoing consultancy to deliver:</p> <ul style="list-style-type: none"> • Customer Environment Assessment • Requirements and Gap analysis • Solution Design and Acceptance Test Plan
Consultation & Integration	<p>Provides consultation, project management and assistance with the integration of HID Global's secure issuance solutions with existing customer systems. Also delivers integration assistance, such as:</p> <ul style="list-style-type: none"> • Sample code for and integration into the FARGO® software developer kit (SDK) and/or the Asure ID® SDK • Laser engraving configuration assistance • Inline programming and technology migration • Converged solution consultancy
Secure Issuance Deployment	<p>Custom-tailored package to ensure risk-free and timely deployment of the HID Global's secure issuance solutions. Includes:</p> <ul style="list-style-type: none"> • Unpacking, off-site assembly and testing of HID Global's FARGO printers and encoders • Onsite printer configuration, testing and optimization • Custom installation and configuration documentation • Knowledge transfer, ad-hoc training, troubleshooting
Secure Issuance Custom Training	<p>Delivers custom onsite training on HID Global's secure issuance solutions for printer operators and help desk staff.</p>
Maintenance & Operational Assistance	<p>Provides ongoing maintenance and operational assistance to ensure HID Global's secure issuance solutions are up-to-date and maintained according to best practices. The service is subscription-based and includes assistance with:</p> <ul style="list-style-type: none"> • Configuration updates and fine tuning of HID Global's FARGO card printers and encoders • Firmware upgrades and troubleshooting assistance

A valid Statement of Work from HID Professional Services is required before placing an order for any of the packages above.



CISSP is a registered mark of the International Information Systems Security Certification Consortium in the United States and other countries.



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