



# HID Professional Services™ Online Banking Solutions



## ENSURE BEST PRACTICE IMPLEMENTATION AND CONFIGURATION OF HID GLOBAL ONLINE BANKING SOLUTIONS

- **Successful delivery** - HID Professional Services™ provides technical expertise and project management resources to assist in the planning and end-to-end implementation of your solution. Our consultants help you to identify technical complexities and risks up front, ensuring the best integration pathways to successful on-time, on-budget deployment.
- **Enhanced customer experience** - You will receive personalized service from a dedicated HID Professional Services consultant who will work with you to both ensure best practice implementation and assist in training your team to effectively manage your new logical or converged access control solution.
- **Increased cost efficiency** - HID Professional Services will assist in helping to determine what is necessary for your initial implementation and what can be deployed later on, enabling you to allocate resources and budget efficiently.

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 that are fully operational and deployed according to best practices, on-schedule and on-budget.

The HID Professional Services™ team is committed to accelerating value and reducing your business risks through the successful implementation of our Identity and Access Management products and solutions. HID Professional Services for our online banking solutions provide high-value consultancy and deployment assistance that ensures a secure and convenient online and/or mobile banking experience and greater customer satisfaction, from installation through to in-depth certification training.

HID Professional Services offers a variety of service packages designed to help financial institutions deploy versatile, multi-layered security across banking channels, systems, customer data, and information assets that comply with heightened regulatory requirements. We help you identify and mitigate potential issues before implementation, while providing you with:

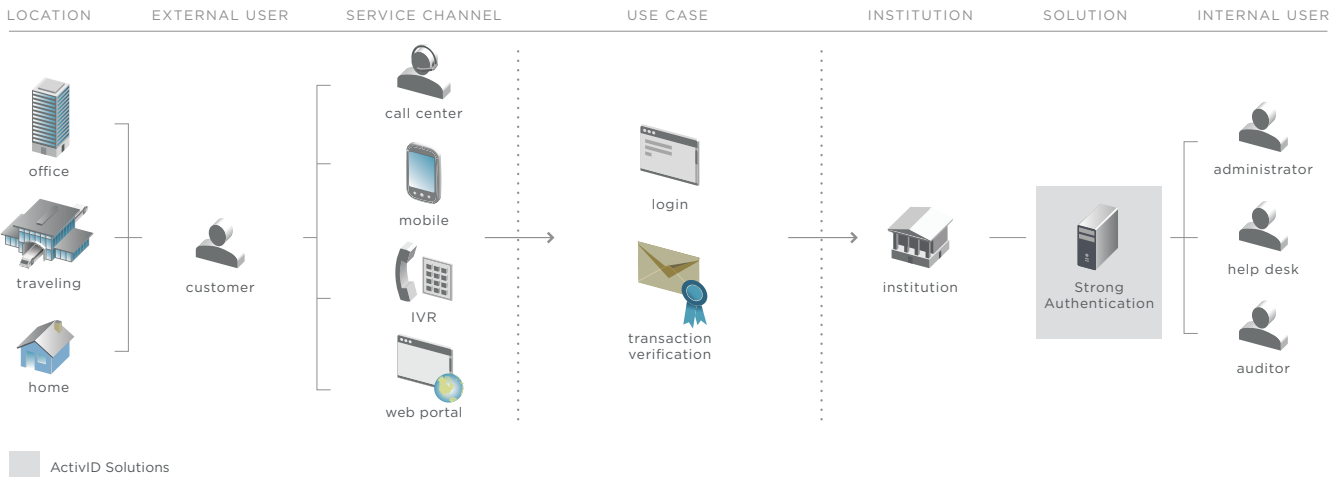
- Expertise in multi-factor authentication and credential management implementation to provide secure access to online and mobile services by matching authentication strength to transaction risk and customers' preferences
- Industry best practices for integrating strong authentication into your logical and/or physical access control architecture

- Installation and configuration assistance to fully align HID Global's authentication solution with your security strategy, processes and internal systems
- Certification and custom helpdesk training to ensure smooth, continuous operation
- Cross-interoperability checks

To guarantee success, HID Professional Services applies a proven, trusted approach, developed over two decades of experience in delivering security controls, strong authentication and credential management projects. Based on industry best practices such as Project Management Institute - Project Management Body of Knowledge (PMI® - PMBOK®) and Projects IN Controlled Environments (PRINCE2™), HID Professional Services Project Assurance methodology helps you meet the most complex deployment challenges, minimizing costly errors and ensuring that your investment is protected long into the future.

Our professional services are backed by industry-trained Certified Information Systems Security Professionals (CISSP) and project managers with the experience and expertise needed to deliver HID Global's solutions on-time and within budget.

## Online Banking Solution Overview



## SPECIFICATIONS

<b>ActivID® Authentication PS Package</b>	<p>Provides Professional Services assistance with the planning, design and successful implementation of the ActivID® Authentication Appliance® for financial institutions to support custom authentication mechanisms and secure access to customer accounts as well as to protect against fraud and data breaches while achieving compliance with industry mandates, related policies and regulations. Includes:</p> <ul style="list-style-type: none"> <li>■ Consulting services, such as program management, planning, solution design, and project preparation to ensure the overall solution is delivered on time and according to the customer's requirements</li> <li>■ Implementation services, including on-site deployment assistance to ensure risk-free implementation of the solution; web services integration; delivery of custom installation and configuration documentation; knowledge transfer; acceptance test plan; and post-deployment integration assistance and support</li> <li>■ Third-party integration assistance</li> <li>■ Delivery of self-service portal functionality and maintenance ActivID® Trusted Transactions™ deployment, including Threat Detection Service and Mobile Push functionality</li> <li>■ ActivID® Tap Authentication™ configuration and deployment</li> <li>■ ActivID Appliance certification and helpdesk training</li> </ul>
<b>ActivID® Credential Management System PS Package</b>	<p>Provides Professional Services assistance with the planning, design and successful deployment of ActivID Credential Management System® to enable banks to issue their customers smart cards or USB keys, containing public key infrastructure (PKI) credentials for authentication, document signing and data encryption. Includes:</p> <ul style="list-style-type: none"> <li>■ Consulting services, such as program management; definition of requirements; gap analysis and solution design documentation; acceptance test plan; and accreditation audit and accompanying documentation</li> <li>■ Implementation services, including ActivClient® software packaging and configuration assistance; integration assistance with chosen physical access control system and identity management solutions; on-site deployment and project support</li> <li>■ ActivID Credential Management System certification and helpdesk training</li> </ul>
<b>Partner Services Packages</b>	<p>Enable and certify partners to integrate, deploy and support HID Global technology, as well as deliver value-add professional services for the implementation, operation and on-going management of HID Identity and Access Management Solutions. Our partner services offer a variety of benefits to aid partners succeed with their professional services and/or technical integration engagements, including:</p> <ul style="list-style-type: none"> <li>■ Technical Assistance (SDK enablement, hardware and software starter packs, Professional Services tools and utilities, etc.)</li> <li>■ Customer Engagement Assistance</li> <li>■ Professional Services Training and Certification</li> </ul>



Certified Information Systems Security Professional

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



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

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