



**PLANNING**  
services

## DATACARD<sup>SM</sup> GLOBAL SERVICES

Engage the experts to help  
ensure smooth integration

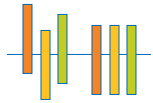


**Datacard**Group

SECURE ID AND CARD PERSONALIZATION SOLUTIONS

## WHY PLANNING MATTERS

Planning services make life easier and help reduce risks when you are adding new systems to your operating environment.



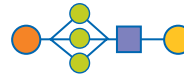
Align strategic goals and technology choices



Create an implementation road map



Work with Datacard experts to answer key questions



New technical requirements and workflow documented for review



Project plan spells out implementation process steps and schedule



Migration processes completed prior to installation



Sample data, card, booklet and template setups tested and verified



Technical issues resolved before installation



Operators and administrators complete training



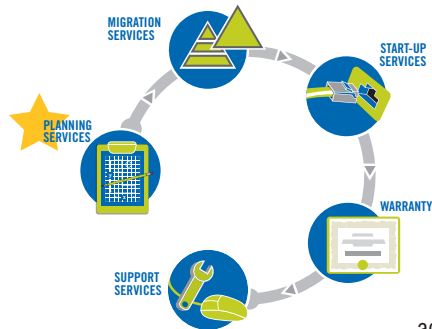
Post-installation phone support

## WHAT ARE PLANNING SERVICES?

Planning services give Datacard Group customers a structured way to prepare for and help ensure success.

For your short-term needs, we offer implementation planning services. These services are focused on adding specific Datacard product(s) for card issuance, passport issuance, card delivery or desktop card printing to your organization.

For long-term success, we offer migration planning. This service helps you articulate and prioritize your high-level strategic objectives, align these goals with appropriate technologies and develop a plan to make it happen.



We also offer project management support, so you can offload this task and depend on us to manage the details of your plan. This service is ideal for large projects that involve multiple locations and product installations.

Successful planning requires a truly collaborative effort between your team and ours. Working together toward the mutual goal of your success, we will need to communicate openly, share accountability and focus on completing our respective tasks efficiently.

### MIGRATION PLANNING SNAPSHOT

- Document current environment
  - Data elements, structure, use, flow
  - Cards, forms, images, data setups
  - Product configurations
  - Throughput and efficiency
  - Reporting and tracking systems
  - Issues and limitations
- Articulate desired future state
- Create migration plan
  - Decision points
  - Resource and skills required
  - Migration challenges
  - Recommendations (by request)
    - \* Products and services
    - \* Process improvements

## MEET OUR PLANNING TEAM

- More than 600 collective years of industry experience
- More than 450 collective years of Datacard experience
- Responsible for thousands of customer installations
- Education and professional training in:
  - Global finance
  - Computer science
  - Business development
  - Electronic engineering
  - Industrial automation
  - Electrotechnical administration
  - Automated mechanical systems
  - Logistics
  - Accounting

*All numbers represent the collective experience of our Global Service team.*

## WHAT IS IMPLEMENTATION PLANNING?

**Implementation planning is a value-added service Datacard Group offers to make sure our customers make a smooth, seamless transition to new technology.**

Yet implementation planning is much more than a service. It is a comprehensive strategy that leverages the expertise of seasoned Datacard professionals with detailed knowledge of our products. These experts have years of experience implementing Datacard® systems in all kinds of environments, all over the world.

Essentially, implementation planning takes the guesswork out of the process. It identifies potential issues proactively — so we can resolve them before they impact your productivity. Planning reveals other products or services — such as training or template migration — that will help make your implementation successful. Planning also establishes benchmarks for efficiency, so you can make sure new systems deliver the results you expect.

## WHY IMPLEMENTATION PLANNING IS ESSENTIAL

**When you invest in Datacard implementation planning services, you reduce risks, avoid surprises and eliminate the frustration of trial-and-error experimentation. At every step in the process, expectations are well-established.**

Prior to implementation, a rigorous planning process helps ensure that you have selected the right system and the right card and passport personalization technologies for your market. We compare system specifications with your expectations for speed and throughput, and we prepare sample output for your inspection.

During installation, planning helps ensure your site is ready for the transition. You will know when the system will be fully operational. You can be confident operators and administrators understand the details of system operation. As a result, you can expect greater efficiency.

After installation, you can contact us with any question or concern. This reduces the risk of interruptions or other issues during the critical first three months of operation.

*“Planning helps our customers avoid common problems and pitfalls during the transition. Without a plan, there are always surprises.”*

*- Roger Fischer, Manager, Sales Consulting Group*

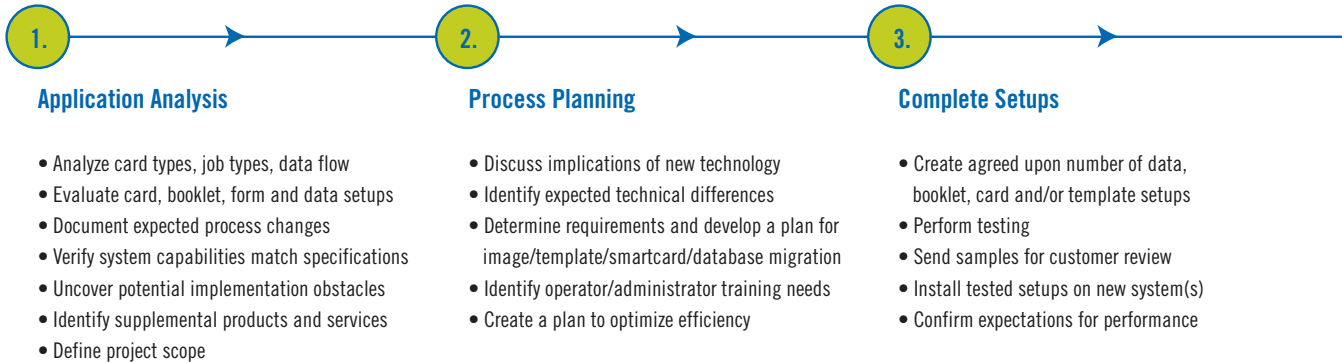
### QUESTIONS TO ASK

If you answer “no” or “I don’t know,” consider implementation planning.

- Do I know how to optimize new technology to meet my business objectives?
- Will existing cards, booklets and forms work properly in the new system?
- Are current workflows appropriate for the new system?
- Are images, templates, databases and setups tested in the new system?
- Are operators fully trained to run the new system?
- Can my site meet the new system’s requirements?
- Do I have a plan for data management and storage?

## IMPLEMENTATION MILESTONES

When you engage Datacard Global Services for implementation planning, we use a six-step process to help ensure a smooth transition from first analysis through successful implementation.



4.

### Implementation Project Plan

- Determine Datacard and customer implementation responsibilities
- Build a schedule that includes:
  - Communication
  - Migration
  - Set-ups
  - Training
  - Installation
- Evaluate facility requirements
- Document and deliver a project plan

5.

### Customer Acceptance

- Meet on-site to test setups and confirm data flow
- Answer questions from MIS and operations teams
- Go through acceptance checklist
- Customer signoff

6.

### Post-Installation Phone Support

- Datacard implementation expert available for phone support
- Phone support available for an agreed upon time period

## SNAPSHOT OF SUCCESS

When a large credit card provider in the United Kingdom needed to expand operations and create a new card production bureau, the organization turned to Datacard Group. Before installing three Datacard® Maxsys® card issuance systems and two Datacard® Artista® custom card printers, the customer looked to our seasoned experts for help evaluating current production needs and long-term strategic goals. From analyzing card types and data setups to understanding software customization requirements and determining appropriate training, Datacard provided valuable assistance. By working as a team, Datacard and the customer identified potential issues proactively and resolved each one efficiently, ensuring the success of the project.

## GET STARTED TODAY

Planning services prepare your organization for success — whether you are implementing new Datacard® products or determining how best to achieve your most critical strategic objectives. In other words, collaborating with Datacard Group sets the stage for a trouble-free transition to powerful new technology. Let us show you how our services can help your team move forward faster.

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**Datacard**Group

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