

DATACARDSM GLOBAL SERVICES

Protect your investment and maximize efficiency

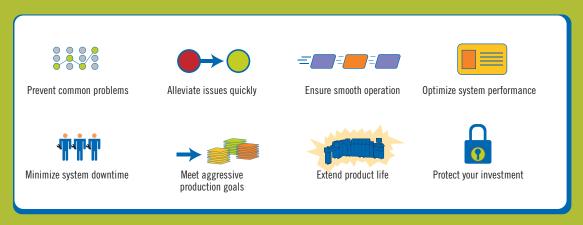




SECURE ID AND CARD PERSONALIZATION SOLUTIONS

WHY SUPPORT SERVICES MATTER

Support services help keep your Datacard® solution running at optimal efficiency and delivering high-quality output, even in the most demanding production environments.



WHAT ARE SUPPORT SERVICES?

Datacard support services are delivered by seasoned experts who help ensure that you receive fast, responsive technical support.

After you implement a Datacard® solution — for card issuance, passport issuance, print finishing, card delivery or desktop card issuance — support services provide the professional technical help required to resolve any issue and alleviate any problem, quickly and efficiently.

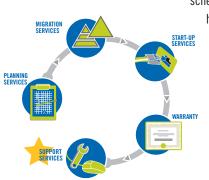
maintainers and everyone in between.

Depending on your specific system, support services may include regularly scheduled maintenance, phone support, on-site assistance, on-call help, software maintenance agreements or depot repair. Of course, customizable options are available for contract customers, self-

Our support services team includes highly skilled, well-trained technicians who are extremely familiar with Datacard® systems and software. They are well-versed in all manners of maintenance, issue detection and resolution. Most important, they can leverage their experience with other environments to help ensure your system delivers maximum uptime and outstanding results.

SUPPORT SERVICES SNAPSHOT

- Technical support by phone
- System software upgrades
- Scheduled preventive maintenance
- Installation of hardware updates
- Full- or part-time on-site customer engineer (CE)
- Emergency on-call service
- Depot repair
- Parts and logistics management



KEY QUESTIONS TO ASK

Does your in-house staff have the time and expertise to:

- Identify potential issues proactively?
- Handle regular maintenance?
- ☐ Train new staff?
- Troubleshoot systems and software?
- Install replacement parts?
- Perform software upgrades?
- Update system modules?
- Resolve problems quickly while maintaining shop productivity?

If you have answered "no" or "I don't know," consider Datacard support services.

ON-CALL CONTRACT SERVICES

Although Datacard systems offer exceptional reliability, operational issues can arise. With on-call service, you can call the Datacard Global Services team in the event of any emergency — and receive a swift, expert response that restores your system as quickly as possible given the circumstances of the problem.

On-call contract services are ideal for sites that regularly meet aggressive production deadlines. A fast response in an emergency means minimal downtime for critical equipment, minimal interruption to current operations and a quick return to optimal system efficiency. In addition, because our teams are so familiar with Datacard systems and software, we can identify the source of complex problems more quickly and determine appropriate steps for resolution.

On-call contract services include technical support by phone. On a customized basis, on-call contracts can also include help with installation of hardware, software updates and scheduled preventive maintenance.

ON-SITE CONTRACT SERVICES

With on-site contract service, your organization enjoys all the advantages of on-call services, as well as Datacard Group customer engineer(s) (CEs) who report and reside on-site at your facility during the contract.

Many coverage options are available. Datacard CEs will reside at your site one to three shifts per day, up to seven days per week. We remain flexible to accommodate your needs.

On-site service also allows you to take advantage of many additional services, including recommended spare parts list (RSPL) management, staff reviews with operators and administrators to assess system performance, and reviews of process optimization to fine-tune the system and help achieve uptime objectives.

THE ON-SITE ADVANTAGE

- Immediate assistance
- Flexible scheduling options
- Hands-on help with systems and software
- System fine-tuning and preventive maintenance to increase uptime and performance
- Face-to-face help for any issue
- Staff reviews with operators and administrators
- Maximize system uptime

SOFTWARE MAINTENANCE AGREEMENTS

Software maintenance agreements (SMAs) are designed to maximize your investment in Datacard® software products, including controller software for specific systems and other standard offerings in our portfolio.

SMAs help ensure that you are working with the most advanced, robust and easy-to-use version of any software package. The annual agreement includes all of the following services:

- Unlimited technical phone support
- Service packs and software updates
- Software upgrades (includes new versions and product enhancements)
- Access to an online database of software drivers, technical tips and FAQs

SMAs provide these services at a lower cost than if each one were purchased separately. Without an SMA, software technical support and all product enhancements are only available at an hourly or per incident rate.

DEPOT REPAIR SERVICES

For some organizations, depot repair services offer an easy, cost-effective way to address desktop card printers, image capture devices and other equipment with issues that cannot be resolved through technical phone support. In fact, our technical phone support specialists are trained to escalate unresolved calls to depot repair. This turnkey, door-to-door service includes equipment repair, replacement and/or refurbishment. We arrange for the pickup, repair/replacement and return of your equipment, and all repairs include a 90-day warranty.

CUSTOMIZABLE SUPPORT OPTIONS

Every customer environment is different, so Datacard Global Services offers a wide range of customizable support options. These include:

- Preventive maintenance site visits
- Specified number of emergency maintenance calls per quarter
- Operator and administrator certification training
- Refresher or customized training
- Parts and logistics management
- Technical support (online and by phone)

GET STARTED TODAY

Support services allow you to focus on producing high-quality output. Let Datacard Group handle all technical support for your systems and software. Our team of expert technicians have the skills and experience necessary to provide a fast response and quick issue resolution. Let us show you how we can help you maximize system uptime and protect your technology investment.

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