

Successful, Secure Authentication



Customer Success Services
HID PROFESSIONAL SERVICES





Stronger Authentication with Less Risk and Worry



We provide a guided, outcome-based approach for success planning, training and solution adoption for all phases of the HID solution deployment.

It's a digital world, and securing your company and its critical assets and data is getting more complicated. Security threats and their consequences continue to increase, and IT and security professionals are tasked with keeping their organizations safe without impacting the productivity of the workforces they support.

Implementing stronger authentication practices, like multi-factor authentication, are critical to securing access to what you need to protect – no matter what industry you're in. But implementing projects of this scale, like any new technology, are not without risk.

Enter **HID Global's Customer Success program**. Our Customer Success team's commitment is to provide a simplified onboarding experience to ensure all identified stakeholders acquire the knowledge, skills and behaviors necessary to ensure the highest adoption rate of your strong authentication and credential management solution. It complements deployment services and break/fix support and maintenance to deliver a robust solution that maintains your security profile.

Our Customer Success program provides Solution Consulting, Adoption, Enablement, Education, and Maintenance services to get the best return on your investment.

SOLUTION CONSULTING

Through initial and on-going expertise, we help ensure easier deployment and the best performance over time, including:

Success Planning kicks off the Customer Success Offering. We ensure alignment on your desired outcomes, and provide best practices for implementation and rollout to the user community – and most importantly, ensure a high ROI post-deployment.

Solution Accreditation ensures the deployed solution meets the documented requirements and design, and that all documentation is available.

On-going Advisory Services provide expert consultancy over the life of your solution to simplify upgrades, review and optimize the solution, and assessment and improvement of its adoption over time.

ADOPTION

Your Return on Investment is often determined by the initial launch of a solution. We help by delivering:

On-boarding Assistance ensures the appropriate policies are established, best practices are in place and understood, and training is delivered.

User Adoption Assistance

encompasses the entire lifecycle. We build an adoption campaign to maximize awareness and buy-in to ensure the highest usage.

SERVICES	SILVER	GOLD	PLATINUM
Solution Consulting			
Success Planning	X	X	XX
Solution Accreditation (health checkup)	1	1	2
Ongoing Advisory Services	5 days	10 days	20 days
Adoption			
Onboarding Assistance and Materials		X	XX
User Adoption Assistance			X
Enablement			
Self Service Implementation	X	X	X
Help Desk Implementation		X	X
Education			
Training Enablement - pick & choose materials	2 remote	1 remote, 1 onsite	2 remote, 1 onsite
Adjudication and policy definition best practices			X
Solution Maintenance			
Managed Maintenance	X	XX	XX
Access to a test environment			X

ENABLEMENT

Our professionals are ready to design tools to help users issue and troubleshoot their own authentication tools and enable to help desk to assist when they cannot.

Self-service Implementation defines procedures that enable users to securely fulfill issuance or post-issuance services themselves.

Help Desk Implementation ensures your support team is ready by delivering support play books and templates, how to guides, FAQs, and any other materials required.

EDUCATION

The success of a strong authentication and credential management solutions rests on whether your community knows how to use them. We provide:

Training and Enablement ensures the administrators, operators, and end users get the most out of the solution through hands-on training courses.

Onboarding Policy Definition provides an oversight of best practices employed by corporate and government entities for new personnel.

MAINTENANCE

On-going support of any technical environment can be time consuming. HID Global provides services and tools to reduce this, including:

Managed Maintenance provides our customers with remote or onsite assistance to plan maintenance cycles and hot fixes.

Test Environment Access is available for safe troubleshooting and validation outside your production environment.

We all know you have to know the person trying to access your resources is who they say they are. With HID Global's Authentication Solutions, you can do that. With the accompanying Customer Success services you can also ensure your:

- Continuous improvement in corporate security posture and best practices
- Evolution of solution alongside organization improvements
- Reduced total cost of ownership
- Peace of mind.



HID CUSTOMER SUCCESS PROGRAMS ALLOW YOU TO:

- Maximize the adoption of your strong authentication and credential management solution, better ensuring your security profile
- Keep your solution up to date as your organization and the industry changes
- Maximize the performance of your systems, and streamline your processes to increase efficiencies
- Deliver a strong return on investment, faster

For more information, please visit:

hidglobal.com/iam

North America: +1 512 776 9000 • Toll Free: 1 800 237 7769
Europe, Middle East, Africa: +44 1440 714 850
Asia Pacific: +852 3160 9800 • Latin America: +52 55 5081 1650

© 2018 HID Global Corporation/ASSA ABLOY AB. All rights reserved. HID, HID Global, the HID Blue Brick logo and the Chain Design are trademarks or registered trademarks of HID Global in the US and other countries and may not be used without permission. All other trademarks, service marks, and product or service names are trademarks or registered trademarks of their respective owners.

2018-07-06-hid-iams-customer-success-services-br-en PLT-03978

An ASSA ABLOY Group brand

ASSA ABLOY



hidglobal.com