HID®

HID Professional Services™
Physical Access
Control Solutions

ENSURE BEST PRACTICE IMPLEMENTATION AND CONFIGURATION OF HID GLOBAL ACCESS CONTROL SOLUTIONS

- **Successful Delivery** – HID Professional Services™ can provide the technical expertise and skilled project management resources to help scope and plan your project from start to finish. By identifying technical complexities and risks up front, our consultants help you identify the best integration pathways to a successful on-time, on-budget deployment.

- **Enhanced Customer Experience** – You will receive personalized service from a dedicated HID Professional Services team member who will work with you to not only ensure best practice implementation but also train your team to effectively manage your access control solution.

- **Increased Cost Efficiency** – Our services will help you determine which aspects of project implementation and integration are necessary and what can be deployed down the road, so you can make the right decisions for your organization.

The HID Professional Services team is committed to accelerating value and reducing your business risks through the successful implementation of Genuine HID® products and solutions. HID Professional Services for our physical access control solutions provide flexibly designed, high-value deployment assistance that ensure customer satisfaction, from installation through in-depth operator training.

HID Professional Services will help you identify and correct potential issues before the implementation of your solution. We will walk you through critical components of a successful and secure access control solution deployment, such as:

- Cross-interoperability checks
- Database linking between existing customer access control systems and HID Global solutions for visitor management and logical access
- Physical and logical access control solution integration
- Access control reader and credential set-up and configuration

Depending on the type, size and complexity of your deployment, our Genuine HID Investment Protection Service packages can provide your organization with installation and security reviews of your physical and logical access systems, scheduled maintenance updates, and functionality upgrades. HID Professional Services can help you maximize the performance of your access control solutions and protect your investment 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. From high-level planning through integration to ground-level training, HID Global's certified consultants can help you reduce risk and teach your team how to properly manage, extend and support your solution.

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, and are on-schedule, on-budget.

SPECIFICATIONS

Credentials PS Package	Provides project assistance and custom training to ensure the successful design and configuration of smart cards, including allocation of memory to support physical access control solutions and other enterprise-level applications. Includes: ■ Two days of user training (theoretical and hands-on), including credential, key and memory allocation planning and documentation ■ Specification of memory allocation, provision of keys and data models, and implementation of the designed application and reader configuration ■ Programming tools for end users to program their existing cards ■ Customer card profile and requirements documentation
Readers and Encoders PS Package	Provides project assistance and custom training to successfully configure and deploy HID Global readers and encoders. Includes: ■ Deployment, set-up and configuration of HID Global readers/encoders, including initialization of cards ■ On-site user training, including preparation for the training, set-up and configuration of the training environment ■ Installation and configuration documentation
Converged Access Solutions PS Package	Provides professional services assistance with the implementation of different types of converged access solutions. Includes: ■ Integration of either a single logical and a single physical access control system or integration of a single logical access control system and multiple physical access control systems to enable unified credential management from the **logical access control system** ■ Integration of physical and logical access control systems to enable unified credential management from the **physical access control system**
Key Ceremony PS Package	Provides project assistance and support for creating and managing cryptographic keys (key ceremonies, key generation, etc.)
Genuine HID® Investment Protection Service	Provides ongoing maintenance and operational assistance to certify HID Global's physical access control solutions are up-to-date and maintained according to best practices. Delivers: ■ Corporate identity review and audit of customer's physical and logical access control solutions ■ Genuine HID Investment Protection Subscription service ■ On-site technical consulting on HID Global's physical access solutions

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

CISSP® 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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