Convenient and Comprehensive Care for Datacard® Systems

Your company's instant issuance program delivers customer satisfaction and enhances portfolio performance. This makes supporting and protecting the systems that drive your program one of your highest priorities. The Datacard® Instant Issuance On-Call Support Program provides the peace of mind you need to keep your Datacard® systems operating at peak performance. This all-inclusive coverage of parts and labor for a fixed fee provides exceptional value by reducing system downtime and accelerating on-site support. Rely on our specially trained Datacard® certified technicians to troubleshoot problems, repair your system and resolve potential issues — on-call, conveniently at your location.

Protect your Instant Issuance Investment
• Stable service costs — fixed rate, including labor parts and travel costs, helps you better plan expenditures and avoid budget surprises
• Technical phone support — Datacard® certified experts troubleshoot routine and complex system problems
• Remedial maintenance and support — service technicians are readily available to fix issues that can't be resolved by phone support and efficiently resolve all emergency service incidents
• Extended global support — worldwide access to regional and corporate Datacard technical specialists and engineers to resolve system issues

DESIGN A DATACARD® ON-CALL SUPPORT PROGRAM THAT WORKS FOR YOUR BUSINESS
• The Datacard® Instant Issuance On-Call Support Program is an annual service contract. See terms and conditions documents for specific program details.
• Datacard offers a variety of additional support service options, including First Line Supplies Management. It includes a Datacard® certified technician arriving at your site to deliver and install supplies, clean your printer and destroy used materials containing confidential information — all on premise.
• Your Datacard representative will work with you to define specific performance criteria and support elements covered under your program.