About Entrust Datacard

Consumers increasingly expect a consistent omni-channel experience. Entrust Datacard empowers financial institutions to deliver this experience with solutions and expertise that create trusted identities and secure transactions™—anytime, anywhere—in an increasingly connected world. From industry-leading central issuance solutions to more than 30,000 successful instant issuance deployments worldwide, our solutions are used to issue and manage the majority of the world’s financial cards, and our authentication software secures more than 400 billion transactions annually. Our 45 years of industry-leading expertise and experience spans the globe, with more than 2,000 employees serving customers in 150 countries worldwide.

For more information, visit www.entrustdatacard.com.

For more details on Instant Issuance Solutions, visit www.entrustdatacard.com/instantissuance
COMPREHENSIVE CARE FOR YOUR INSTANT ISSUANCE ECOSYSTEM

Your instant issuance program is an essential strategy within your organization in order to elevate the consumer experience. Managing every component within your ecosystem requires a trusted partner and expert care. With experience in thousands of successful deployments, Entrust Datacard brings extensive knowledge and support to protect your program and minimize downtime. Our comprehensive service offerings enable you to keep your hardware, firmware and software up-to-date, supply inventories maintained and secure destruction of confidential data. As a result, you will ensure business continuity and make the most of your instant issuance investment.

SUPPORT SERVICES

KEEP YOUR EQUIPMENT UP & RUNNING

ON-CALL

Instant Issuance On-Call Support Program provides you with your own Entrust Datacard certified technician to come on-site to troubleshoot problems and fix repairs. For a fixed yearly fee, you’ll have on-call access to the fastest system repairs possible, as well as operational consulting.

AVAILABLE FOR:
- CE875™ and CE870™ Instant Issuance Systems with Embossing
- CR825™ & CR500™ Instant Issuance Systems with Retransfer Printing
- CD820™ Instant Issuance Systems with Direct-to-Card Printing

RAPID REPLACEMENT

Depot Repair — Rapid Replacement is available at a fixed yearly cost. If a repair is needed, simply contact your support specialist and he will ship a replacement system and arrange pickup for your defective unit. The average downtime in this plan is one to two business days.

AVAILABLE FOR:
- CE875™ and CE870™ Instant Issuance Systems with Embossing
- CR825™ & CR500™ Instant Issuance Systems with Retransfer Printing
- CD820™ Instant Issuance Systems with Direct-to-Card Printing
- Pinpads, HSM’s, Hypercoms

STANDARD

Standard depot repair offers a cost-effective way to repair systems needing maintenance. If a system is down, contact your support specialist and ship the hardware to the nearest service center. Entrust Datacard will complete the repair and send back within five business days.

AVAILABLE FOR:
- CE875™ and CE870™ Instant Issuance Systems with Embossing
- CR825™ & CR500™ Instant Issuance Systems with Retransfer Printing
- CD820™ Instant Issuance Systems with Direct-to-Card Printing

FIRST LINE SUPPLIES MANAGEMENT

SIMPLIFYING SUPPLIES MANAGEMENT

As an added service to your On-Call Support Program, First Line Supplies Management Service provides the quick support and essential supplies you need — plus you get the benefit of the secure destruction of sensitive materials. At the branch location, an Entrust Datacard certified technician will replace your supplies, clean your printer and securely destroy used materials containing confidential information.

PROTECT YOUR CARDWIZARD SOFTWARE INVESTMENT

A software maintenance agreement (SMA) is designed to maximize your investment in our instant issuance solution. The benefits include:

- Regular Updates & Upgrades: Annual renewal of your software maintenance agreement provides important updates to ensure security and productivity. Updates range from development advances to new features and functionality.
- Expert Technical Phone Support: Get unlimited access to Entrust Datacard software experts for guidance and fast resolution.
- Better Planning: A fixed annual investment allows you to manage your budget instead of incurring charges over time for new versions.
- Higher Productivity: Your staff can focus on core business activities and let our technical experts resolve product-specific issues.