Managing day-to-day operations of a large fleet of issuance devices can be a costly and time-consuming process. Entrust Datacard Issuance Device Management software empowers issuers with real-time status updates for the printers and embossers across their entire fleet. With Entrust Datacard Fleet Optimization Services, you can harness the data driven by Device Management to gain operational efficiencies and cost savings.

Meet Your Dedicated Expert

The Expert By Your Side Program assigns an Entrust Datacard Dedicated Expert specifically to your organization. This individual will get to know your organization’s unique processes, needs, and risks to provide recommendations for best practices and improved operational efficiency.

Two Service Levels for Your Specific Needs

Issuance Optimization is available at two distinct service levels: Gold and Silver. Gold members receive three service engagements per year and Silver members receive two — both service levels include one annual on-site visit. During each engagement all three performance analyses are performed.

<table>
<thead>
<tr>
<th>SERVICE PROVIDES</th>
<th>GOLD</th>
<th>SILVER</th>
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</thead>
<tbody>
<tr>
<td>Analysis of performance data for all printers in fleet</td>
<td>3x / year</td>
<td>2x / year</td>
</tr>
<tr>
<td>Analysis of supplies consumption and maintenance procedures</td>
<td>3x / year</td>
<td>2x / year</td>
</tr>
<tr>
<td>Review of Remote Monitoring and Management configuration, recommendations to ensure all features are providing full value</td>
<td>3x / year</td>
<td>2x / year</td>
</tr>
<tr>
<td>On-site visit at customer location to review analysis and recommendations, upon request</td>
<td>1x / year</td>
<td>1x / year</td>
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Explore the chart below to see what is included with Entrust Datacard® Issuance Optimization Service.

### DEVICE CONFIGURATION ANALYSIS
Your dedicated expert takes an end-to-end look at your entire printer fleet:
- Ensuring all printers are running the latest firmware, to maximize security and productivity.
- Ensuring Issuance Device Management software is the latest version, so you take advantage of the latest features and security updates.
- Ensuring location and printer details are correctly populated, to maximize value of notifications and reports.

### SUPPLIES CONSUMPTION AND MAINTENANCE PROCEDURES
We will help you save on supply costs by identifying which printers/embossers, branches or regions are consuming the most supplies, and recommending better replenishing procedures. Coupled with Entrust Datacard Issuance Supplies Management. We will take care of all supply replenishment for you. No need to replenish your stock or estimate the amount of supplies you’ll need every month. Includes device cleaning information and recommendations.

### PERFORMANCE ANALYSIS
Prevent faults within your branches. Detailed reports prepared by a dedicated expert will help identify and correct printer/embosser issues that may lead to a situation where you are unable to serve your customers. At a glance see which printers/embossers are your:
- Most and least productive
- Most and least available
- Most failures

**Report also includes**
- Printers with old firmware versions
- Fault history — itemized failures, as well as most common faults
- Other overarching insights

### SYSTEM RECOMMENDATIONS FROM EXPERIENCED ANALYSTS
These detailed analyses performed each year yield recommendations for optimizing the performance of your entire issuance fleet — our experienced analysts will help you combat system downtime and keep your systems running as smoothly as possible.

### ALSO INCLUDED WITH FLEET OPTIMIZATION
- Easy access to training resources for Issuance Device Management administrators and operators. Training is provided by the Entrust Datacard training department, and courses are available online and in person.
- Annual on-site visit at customer location, upon request.

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