Entrust Adaptive Issuance Instant ID Software Suite Service Options

HIGHLIGHTS

Entrust Software Maintenance Agreement

A Software Maintenance Agreement (SMA) is offered to provide ongoing, timely support for your Entrust Adaptive Issuance Instant ID Suite software. Overall, SMAs offer cost savings, quality assurance, and peace of mind. Specifically, SMAs cover important upgrades and updates as they become available, which often include new features and functionality, security updates, and enhancements to overall usability. SMAs also include technical support for use cases including installation, workflow, and database setup, educational materials, troubleshooting, smart card issues, and other performance-related needs. An SMA also makes it more economical to take advantage of regular upgrades. Instead of purchasing updated software in some years — and relying on outdated software in others — customers get regular upgrades at a predictable cost.

- Important upgrades and updates when they become available

- Technical support

- Regular upgrades

KEY FEATURES & BENEFITS

- A fixed annual investment helps ensure your software has the latest features and functionality.

- Ensures your system is running at peak performance. Having an SMA future-proofs your solution and is less expensive than purchasing software upgrades and technical support on an as-needed basis, as Entrust continuously develops and releases new features and functionality in the software.

- Allows you to focus on your core business while letting Entrust technical support experts quickly resolve any issues you may have. An SMA ensures priority service as opposed to non-contract service calls.

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ADDITIONAL SERVICE OFFERING

New Card Design Services

Entrust's graphic designers can help you get the most out of your card designs. We can support your business by helping with:

- New card designs

- Card design migration from DATACARD® ID Works software to Adaptive Issuance Instant ID software

- Image formatting and color matching

ADDITIONAL SERVICES FOR COMPLEX DEPLOYMENTS

Project management

- Streamline communication through one dedicated Entrust contact, ensuring timely and smooth interactions

- Keep projects on track with a detailed work plan to make sure no detail is overlooked

- Regular check-ins ensure all expectations are being met and all parties are kept in the loop

- A designated single point of contact makes sure all your needs are met

Customization

- Customize Adaptive Issuance Instant ID software to fit unique business requirements, including integration with existing business applications if required

Installation and implementation

- Keep focus on your operation. Entrust knows the nuances of the software and the interdependencies for long-term success.

- Eliminate potential hiccups with dedicated attention during installation, configuration, and testing.

- Decrease the amount of time from purchased to implementation and keep your operation running smoothly.

Learn more at
entrust.com

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