HID Professional Services™
Supporting the HID Advantage Partner™ Network

HID Professional Services™: Who We Are

High-quality products alone do not guarantee a successful deployment; value-added services are often needed to ensure that complex systems work together seamlessly through proper implementation and integration. That's why the HID Professional Services team is committed to accelerating value for your business and reducing your risk through successful implementation of HID Global® solutions.

HID Professional Services are sold and delivered through the HID Advantage Partner™ network, together with other Genuine HID® products and solutions. In partnership, our goal is to deliver complete solutions, ensuring they will be fully operational, deployed according to best practice, on-schedule and on-budget.

With HID Professional Services, you can depend on the following:

A Comprehensive and Flexible Portfolio of Services

HID Professional Services offerings can be adopted to meet your specific needs, ranging from strategic consulting and solution design, delivered according to our Project Assurance Methodology to implementation and customized training.

We can provide the technical expertise and skilled resources to help you scope and plan your project from start-to-finish. By identifying technical complexities and risks up front, we can partner with you to find the best integration pathways to a successful deployment. We can also provide technical training for your team so that you can properly operate, customize and support HID Global's solutions.

An Integrated and Accountable Team of Professionals

HID Professional Services is comprised of a global team of systems engineering, systems integration, and project management experts. Each of our team members have been trained and certified in industry-standard best practices to provide you with assistance when you need it, where you need it.
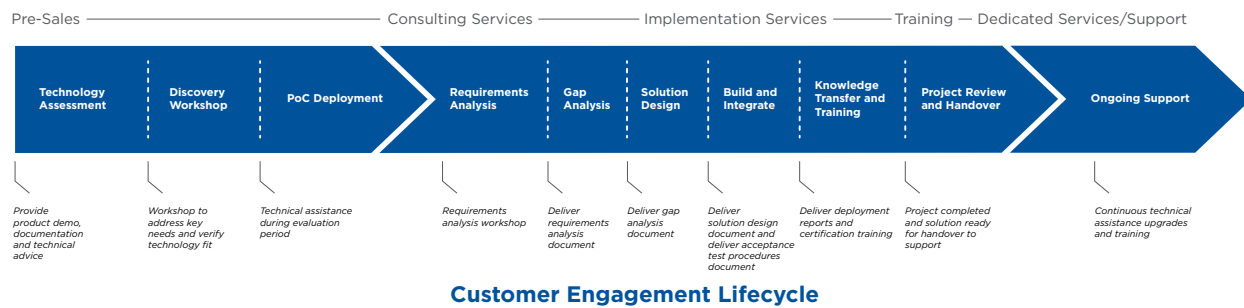
Deep and Broad Services Expertise

Having worked with numerous financial institutions to deploy their online banking solutions; with enterprises to secure their physical and logical access; and with governments to ensure the success of their credential management and authentication processes, the HID Professional Services team brings an impressive track record of effectively deploying complex solutions from start-to-finish for a broad variety of industries and market verticals.

Types of Services We Provide

HID Professional Services plays an important role in the overall HID experience. Involved from the solution sales cycle to production rollout, we are responsible for overall solution design, integration and implementation to ensure the success of your project.

Pre-Sales ─────────────────── Consulting Services ─────────── Implementation Services ─────── Training — Dedicated Services/Support

Technology Assessment	Discovery Workshop	PoC Deployment	Requirements Analysis	Gap Analysis	Solution Design	Build and Integrate	Knowledge Transfer and Training	Project Review and Handover	Ongoing Support
Provide product demo, documentation and technical advice	Workshop to address key needs and verify technology fit	Technical assistance during evaluation period	Requirements analysis workshop	Deliver requirements analysis document	Deliver gap analysis document	Deliver solution design document and deliver acceptance test procedures document	Deliver deployment reports and certification training	Project completed and solution ready for handover to support	Continuous technical assistance upgrades and training

Customer Engagement Lifecycle

The services offered by our HID Professional Services team are designed to drive financial benefits for your business by managing delivery risk and truly maximizing the power of your investment. These services include:

Consulting Services

HID Professional Services offers consulting services that leverage industry best-practice to plan, scope and help design HID solutions that meet your organization's compliance, security and risk management needs.

Our consulting services packages have been designed to be delivered under the leadership of a dedicated project manager. Our team of consultants will also provide your organization with the technical know-how and experience to help you make the most of your investment.

Implementation Services

To maximize impact, minimize risk, and help successfully build, integrate, and deploy HID's range of solutions, HID Professional Services provides proven expertise and flexible options for systems integration and end-to-end solution deployments.

The HID Professional Services team includes dedicated technical consultants and software engineers who will work closely with your customer's in-house team to assist in the deployment and integration of HID solutions and third-party systems.

Besides developing extensive expertise in Genuine HID products and solutions, our global team of professionals stays proficient and up-to-date with all aspects of information systems security through certifications such as Certified Information Systems Security Professional (CISSP®) and strong relationships with third-party technology providers.

To further ensure the success of your HID Global solution deployment and rollout, HID Professional Services also provides skills and knowledge transfer during the installation and configuration phase. We offer a variety of customized hands-on training courses to teach your team how to properly operate, customize and support these solutions.

Dedicated Services

The HID Professional Services team can help ensure your continued success by providing on site support for long-term engagements. The team can offer consultants to assist with the operational management of your HID solutions on a day-to-day basis.

By providing ongoing expert consultancy, HID's dedicated services consultants can expedite troubleshooting and help you define risk mitigation strategies during upgrades of HID's solutions, allowing you to reduce training costs for your staff.

Our Approach

To better support the ongoing needs of our customers, the HID Professional Services team has designed and developed the Project Assurance Methodology. Delivered by dedicated project managers and based on industry best practices such as the Project Management Institute's Project Management Body of Knowledge (PMI® – PMBOK®) and Projects IN Controlled Environments (PRINCE2™), the HID Professional Services Project Assurance Methodology takes an all-encompassing holistic approach to the delivery of services for solutions.

Consulting Services ——————————— Implementation Services ——————— Training ———— Consulting Services —— Dedicated Services/Support

Requirements Analysis	Gap Analysis	Solution Design	Build and Integrate	Knowledge Transfer and Training	Project Review and Handover	Ongoing Support

Requirements analysis workshop

Deliver requirements analysis document

Deliver gap analysis document

Deliver solution design document and deliver acceptance test procedures document

Project completed and solution ready for handover to support

Project Assurance   **Project Management**   Project Assurance

The Project Assurance Methodology consists of the following key phases:

- **Requirements Analysis.** The HID Professional Services team can conduct workshops to capture and analyze the technical and business requirements of your engagement.

- **Gap Analysis.** The HID Professional Services team will analyze the technical requirements and priorities of your project, and then identify and mitigate any potential gaps to ensure your project is delivered according to stated requirements.

- **Solution Design.** The HID Professional Services team will use the data collected during the requirements and gap analysis phases to design the overall solution.

- **Solution Build.** The HID Professional Services team will build the solution as per the solution design and test it against agreed requirements.

- **Solution Accreditation.** The solution accreditation process is applied at the end of the project to verify that all stated requirements have been met, and the solution has been implemented according to the solution design document.

Turning Products into Solutions

The Professional Services team offers services that go beyond the standard offering by integrating HID products within the customer's ecosystem. A comprehensive services portfolio is available to complement HID solution offerings with industry expertise, best practices and a proven methodology.

Banking and Financial

HID Professional Services offers services for financial and banking institutions to efficiently integrate a wide range of solutions that help secure facilities, protect sensitive customer data and safeguard online transactions.

Enterprise and Corporate

HID Professional Services offers a variety of services to help organizations of all sizes deploy multi-layered security solutions across company networks, systems, facilities, data and information assets that comply with regulatory requirements.

Government

HID Professional Services provides high-value consultancy and deployment assistance that help government agencies meet information security and compliance requirements, from installation through in-depth certification training.

Healthcare

HID Professional Services provides high-value consultancy and deployment assistance that help healthcare providers create a safe, compliant environment for patients and employees.

Delivering on the Genuine HID® Promise

For more than two decades, the HID Professional Services team has been successfully deploying complex end-to-end solutions for our customers worldwide. As part of our overall commitment to you, our partners, the HID Professional Services team can help you meet your financial goals from your implementations of our solutions.

North America: +1 512 776 9000 • Toll Free: 1 800 237 7769
Europe, Middle East, Africa: +44 1440 714 850
Asia Pacific: +852 3160 9800 • Latin America: +52 55 5081 1650

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