HID® Biometric
Professional Services

We deliver fully operational biometric technologies - according to best practices - on-schedule and on-budget.

Ensure Smooth Deployment and Maximize the Value of Your Biometric Solutions

Innovative technology alone does not guarantee a successful business outcome. Value-added services are needed to ensure that multiple technology systems work together seamlessly to achieve desired results. That's why the HID Biometric Professional Services team is committed to accelerating solution value for your business and reducing your risk through successful implementation and integration of the HID biometric technologies.

With HID Biometric Professional Services, you can count on the following:

A COMPREHENSIVE AND FLEXIBLE PORTFOLIO OF SERVICES

HID Biometric Professional Services offerings can be adopted to meet your specific needs, ranging from strategic consulting and solution design, to implementation, customized training and on-going maintenance and support. We can provide the technical expertise and skilled resources to help you scope and plan your biometric project from start-to-finish.

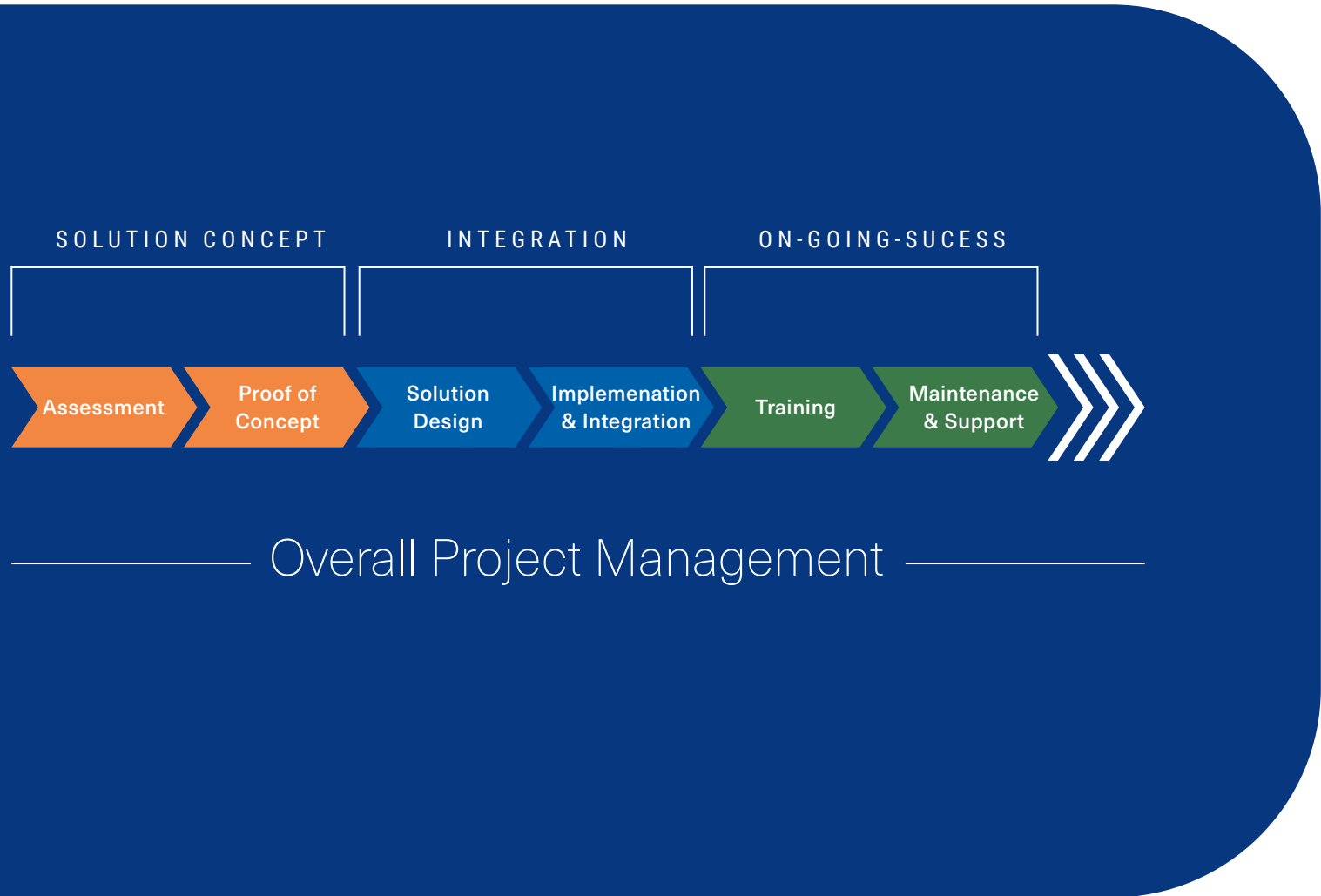### AN INTEGRATED AND ACCOUNTABLE TEAM OF PROFESSIONALS

HID Biometric Professional Services is comprised of a global team of solutions engineering, development engineering, systems integration, and project management experts. Our services are backed by 20-years of successful customer deployments with the experience and expertise needed to deliver HID Global's biometric technology on-time and within budget.

DEEP AND BROAD INDUSTRY EXPERTISE

Having worked with numerous institutions to successfully deploy HID's biometric authentication technologies globally, the HID Biometric Professional Services team brings an impressive track record of effectively deploying complex solutions from start-to-finish for a broad variety of industries.

Types of Services
We Provide

Our services are designed to drive financial benefits for your business by managing delivery risk and truly maximizing the power of your investment. These services include:

SOLUTION CONCEPT | **INTEGRATION** | **ON-GOING-SUCESS**

Assessment → Proof of Concept → Solution Design → Implemenation & Integration → Training → Maintenance & Support

Overall Project Management

PROJECT MANAGEMENT

For every project, small or large, we will assign a dedicated project manager to ensure the overall success of the project with proper planning, communication and execution. Our team will leverage industry best practice to plan, scope and help design HID biometric technologies that meet your organization's compliance, security and risk management needs.

ASSESSMENT

We begin by assessing your current IT environment to understand what you want to achieve. This allows us to propose the optimal implementation of HID biometric technologies to fit your existing systems and meet your requirements at the lowest cost possible.

PROOF OF CONCEPT

After we assess your IT environment and objectives, we can help create a Proof of Concept (POC) before a solution is officially developed and launched. This step can help you see the feasibility of implementing biometric technologies in your environment and the potential benefits so that you can make informed decisions about investing in the project.

SOLUTION DESIGN

Working with you, we can help develop a cost-effective biometric authentication solution that satisfies your technical and business requirements.

IMPLEMENTATION & INTEGRATION

To maximize impact, minimize risk, and help successfully build, integrate and deploy HID's biometric technologies, our services team provides proven expertise and flexible options for systems integration and solution deployments. From providing detailed implementation documentation to on-site installation and systems integration, you can rest assured that your system will provide the best and most consistent user experience.

TRAINING

To further ensure the success of your technology rollout, we also provide skills and knowledge transfer during and after the implementation phase. We offer a variety of customized training courses to teach your team how to properly operate and support the HID biometric technologies, protecting your IT investment for the long run.

MAINTENANCE AND SUPPORT

The HID Biometric Professional Services team can help ensure your continued success by providing either on-site or remote software maintenance and support. Whether it's with a standard or a custom support plan, we are committed to keeping your system up to date and operating 24/7/365.

Delivering on the Genuine HID® Promise

For more than two decades, HID Professional Services has been successfully deploying complex biometrics authentication and credential management projects for our customers worldwide. As part of our commitment to you, the HID Professional Services team can help you meet the most complex biometric technology deployment challenges, minimizing costly errors and ensuring your investment is well protected long into the future.

Learn more about HID Global's biometric offerings:

HID Global's Biometric Technologies

Read Our Biometric Blogs

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HID

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