



Design an Entrust Datacard® On-Call Support Program that Works for Your Business

- The Entrust Datacard® Instant Issuance On-Call Support Program monthly subscription. See terms and conditions documents for specific program details.
- Entrust Datacard® offers a variety of additional support service options, including Issuance Supplies Management. It includes a certified technician arriving at your site to deliver and install supplies, clean your printer and destroy used materials containing confidential information — all on premise.
- Your dedicated representative will work with you to define specific performance criteria and support elements covered under your program.

Entrust Datacard™ Support Services Instant Issuance On-Call Support Program



Convenient and Comprehensive Care for Entrust Datacard® Systems

Your company's instant issuance program delivers customer satisfaction and enhances card portfolio performance. This makes supporting and protecting the systems that drive your program one of your highest priorities. The Entrust Datacard® Instant Issuance On-Call Support Program provides the peace of mind you need to keep your Entrust Datacard systems operating at peak performance. This all-inclusive

coverage of parts and labor for a fixed fee provides exceptional value by reducing system downtime and accelerating on-site support. Rely on our specially trained Entrust Datacard certified technicians to troubleshoot problems, repair your system and resolve potential issues — conveniently at your location.

Protect your Instant Issuance Investment

- **Stable service costs** — fixed rate, including labor parts and travel costs, helps you better plan expenditures and avoid budget surprises
- **Technical phone support** — Entrust Datacard® certified experts troubleshoot routine and complex system problems
- **Remedial maintenance and support** — service technicians are readily available to fix issues that can't be resolved by phone support and efficiently resolve all emergency service incidents
- **Extended global support** — worldwide access to regional and corporate Entrust Datacard technical specialists and engineers to resolve system issues
- **Optional Upgrade Services** — with On-Call service additional instant issuance services become available, including issuance supplies management.



Corporate Headquarters

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