DATASHEET

Protect Your Entrust Investment

Instant Financial Issuance Services Offerings

Comprehensive care for your instant issuance ecosystem

Your instant issuance program is an essential strategy within your organization that elevates the consumer experience. Managing every component within your ecosystem requires a trusted partner and expert care. With experience in thousands of successful deployments, Entrust brings extensive knowledge and support to protect your program and minimize downtime.

Our comprehensive service offerings enable you to keep your hardware, firmware, and software up to date, maintain supply inventories, and securely destroy confidential data. As a result, you will ensure business continuity and make the most of your instant issuance investment.

FIRST LINE SUPPLIES MANAGEMENT

Simplifying supplies management

As an added service to your on-call support program, First Line Supplies Management Service provides the quick support and essential supplies you need.

SUPPORT SERVICES

Keep your equipment up and running

ON-CALL



Instant Issuance On-call Support Program provides you with your own Entrust certified technician to come on-site to troubleshoot problems and fix repairs. For a fixed yearly fee, you'll have on-call access to the fastest system repairs possible, as well as operational consulting.

AVAILABLE FOR:

Datacard DS4-ES1 instant issuance systems with embossing

Datacard RS4 instant issuance systems with retransfer printing

Datacard DS4 Instant Issuance System

RAPID REPLACEMENT



Depot repair – rapid replacement is available at a fixed yearly cost. If a repair is needed, simply contact your support specialist and he will ship a replacement system and arrange pickup for your defective unit. The average downtime in this plan is one to two business days.

AVAILABLE FOR:

Datacard DS4-ES1 instant issuance systems with embossing

Datacard RS4 instant issuance systems with retransfer printing

Datacard DS4 Instant Issuance System

Pinpads, HSMs, Hypercoms

STANDARD



Standard depot repair offers a cost-effective way to repair systems needing maintenance. If a system is down, contact your support specialist and ship the hardware to the nearest service center. Entrust will complete the repair and send back within five business days.

AVAILABLE FOR:

Datacard DS4-ES1 instant issuance systems with embossing

Datacard RS4 instant issuance systems with retransfer printing

Datacard DS4 Instant Issuance System

Issuance Supplies Management

Proficiency and process for managing instant issuance supplies

Protect your customers' identities and your investment with Entrust Issuance Supplies Management. As an added service to your on-call support program, Entrust Issuance Supplies Management provides the quick support and essential supplies you need – plus you get the benefit of secure destruction. Rely on an Entrust certified technician to handle the delivery and installation of all your system's materials. We'll replace your supplies, clean your printer, and securely destroy used materials containing confidential information right on site.

Trust the experts with confidential data destruction

- **Added security** – provides Level 6 security shredding
- **Improved output** – increases print quality due to hardware cleaning
- **Increased efficiency** – less downtime when hardware is cleaned by a trained technician; more time to service customers, rather than equipment
- **Supplies inventory management** – eliminates supplies inventory management at branch and prevents branches from running out of supplies
- **Error reduction** – eliminates errors due to improper re-spooling and incorrect cartridge reloading
- **Reduced storage needs** – decreases the need for storage of cleaning and supply materials at the branch
- **Personalized service** – from service technicians you will come to know and trust

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