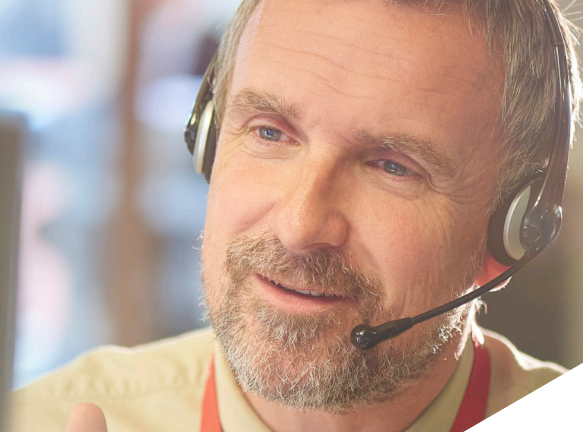




**ENTRUST**



# Entrust® Instant Issuance Fleet Management Services

## HIGHLIGHTS

Managing day-to-day operations of a fleet of issuance systems can be a time-consuming process, and when added to the other responsibilities branch personnel have it can distract from their primary focus: delivering great customer service. We'll monitor and remotely manage your entire fleet of printers, ensuring you're ready to delight your next customer or member.

## KEY FEATURES & BENEFITS

### The attention your fleet needs

Fleet Management for Instant Issuance is a service delivered by Entrust experts to detect and diagnose potential issues with your fleet of issuance systems distributed across branch locations before they impact your cardholders.

Our dedicate team will:

- Provide regular daily monitoring
- Update system firmware
- Provide monthly reporting
- Perform regularly scheduled live consultations with recommendations based on your unique deployment and configuration

This service is an extension of our patented Issuance Device Management software hosted in the cloud, and delivered by accredited issuance and security experts.

## Daily activities

- Monitor supply levels
- Track printer cleaning
- Perform error recovery
- Monitor system uptime

## Ongoing activities

- Install security patches
- Update firmware
- Provide monthly performance reports
- Meet quarterly to review analyses with dedicated solution experts

Available 7 am - 7 pm Central time  
Monday - Friday excluding US holidays



[LEARN MORE AT ENTRUST.COM](https://www.entrust.com)



# Entrust Instant Issuance Fleet Management Services

## A true partnership

Our experts get to know your organization's unique processes, needs, and risks in order to provide recommendations for best practices and improved operational efficiency.

- Getting started, we'll work with you to establish the ongoing metrics you want tracked and reports you would like provided to your team.
- Once Fleet Management is calibrated to your financial institution we'll start managing remotely, including updating firmware and ensuring system availability, as well as monitoring supply levels, cleaning schedules, and system output.
- From there the partnership advances as each month we produce actionable insights in the form of easily digestible reports.

We also meet with your team up to six times each year to better understand your solution, answer any questions you might have, and formulate strategies to improve the experience for your customers and your colleagues.

## SPECIFICATIONS

### Device configuration analysis

Your dedicated expert takes an end-to-end look at your entire printer fleet:

- Real-time monitoring to ensure printer fleet is active and ready to encrypt, print, and emboss payment cards
- Proactive notifications about system errors, downtime, card jams, and network issues
- Regular checks for firmware version, and upgrades to all ad hoc security patches and twice-yearly feature updates

### Supplies consumption and maintenance procedures

We will track and notify your team whenever you are running low on supplies or are overdue for a printer cleaning to ensure optimal production quality. Coupled with Entrust Issuance Supplies Management we will take care of all supply replenishment for you, as well as printer cleaning and maintenance. No need to replenish your stock or estimate the amount of supplies you'll need every month.



# Entrust Instant Issuance Fleet Management Services

## Performance analysis and in-depth reporting

Detailed reports are prepared and delivered by a dedicated account specialist in order to help you understand the impact your instant issuance program has on customers and where areas of optimization exist. See system performance at a glance, including:

- Most and least active branches
- Supply consumption
- Fault history – itemized failures, as well as most common faults
- Cleaning, maintenance, and firmware status

## System recommendations from experienced analysts

The detailed analyses performed each month yield recommendations for optimizing the performance of your issuance fleet and combating system downtime to keep your systems running as smoothly as possible. We'll meet as a team up to six times each year to:

- Share insights tailored to your bank or credit union
- Create an action plan based on the reporting outputs, including identifying cost-saving opportunities
- Provide educational resources and support to branch operators

## ABOUT ENTRUST CORPORATION

Entrust keeps the world moving safely by enabling trusted identities, payments, and data protection. Today more than ever, people demand seamless, secure experiences, whether they're crossing borders, making a purchase, accessing e-government services, or logging into corporate networks. Entrust offers an unmatched breadth of digital security and credential issuance solutions at the very heart of all these interactions. With more than 2,500 colleagues, a network of global partners, and customers in over 150 countries, it's no wonder the world's most entrusted organizations trust us.



Learn more at  
[entrust.com](https://www.entrust.com)



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