



**ENTRUST**



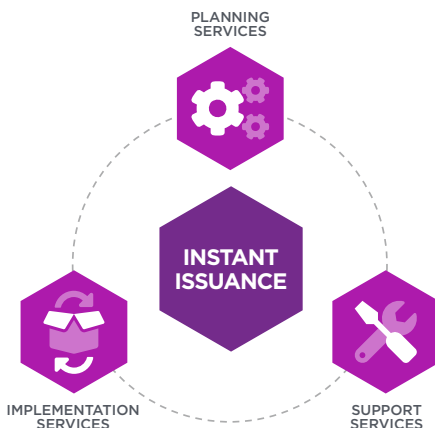
## Entrust® Support Services

# Instant Issuance On-call Support Program

### Convenient and comprehensive care for Entrust 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 Instant Issuance On-call Support Program provides the peace of mind you need to keep your Entrust 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 certified technicians to troubleshoot problems, repair your system, and resolve potential issues – conveniently at your location.



### Design an Entrust on-call support program that works for your business

- The Entrust Instant Issuance On-call Support Program offers a monthly subscription. See terms and conditions documents for specific program details.
- Entrust 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.



# Instant Issuance On-call Support Program

## 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 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 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

## 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)



**ENTRUST**

Global Headquarters  
1187 Park Place, Minneapolis, MN 55379  
U.S. Toll-Free Phone: 888 690 2424  
International Phone: +1 952 933 1223  
[info@entrust.com](mailto:info@entrust.com) [entrust.com/contact](https://www.entrust.com/contact)