DATACARD® TRUCREDENTIAL™ SUITE SOFTWARE SERVICE OPTIONS
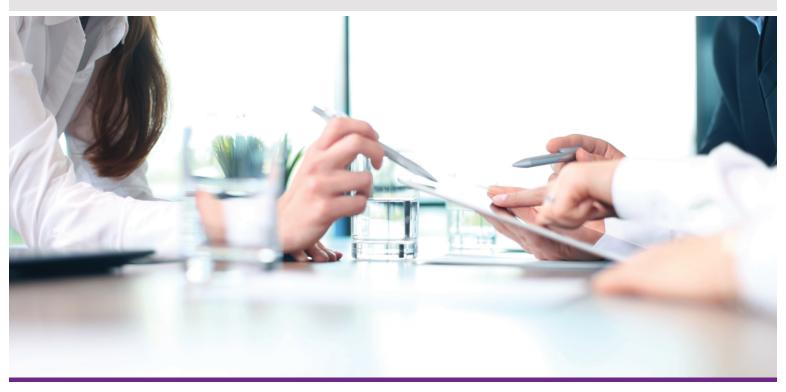

Datacard® Software Maintenance Agreement

A Software Maintenance Agreement (SMA) is offered to provide support for Datacard® TruCredential™ Suite software. SMAs provide important upgrades and updates as they become available, which often include new features and functionality, security updates and enhancements to overall usability. SMAs also include technical support for use cases including installation, workflow and database setup, educational materials, troubleshooting, smart card issues and other performance-related needs. An SMA also makes it more economical to take advantage of regular upgrades. Instead of purchasing updated software in some years — and relying on outdated software in others — customers get regular upgrades at a predictable cost.

Paving the Way for the Future
Stay ahead of the game with a fixed annual investment that helps ensure your software has the latest features and functionality

Continuous Upgrades
When you maintain your software with the latest updates, you ensure your system is running at peak performance. Having an SMA future-proofs your solution and is less expensive than purchasing software upgrades and technical support on an as-needed basis. Entrust Datacard is committed to developing new features and functionality in the software that will be released on a regular basis.

Higher Productivity & Faster Resolution
An SMA allows you to focus on your core business while letting the Entrust Datacard technical support experts quickly resolve any issues you may have. An SMA ensures priority service as opposed to non-contract service calls.

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ADDITIONAL TRUCREDENTIAL SERVICE OFFERINGS

New Card Design Services
Entrust Datacard's graphic designers can help you get the most out of your card designs.
We can support your business by helping with:

- New card designs
- Card design migration from Datacard® ID Works® software to TruCredential software
- Image formatting and color matching

ADDITIONAL SERVICES FOR COMPLEX DEPLOYMENTS

Project Management
- Streamline communication through one dedicated Entrust Datacard contact ensuring timely and smooth interactions
- Keep projects on track with a detailed work plan to make sure no detail is overlooked
- Regular check-ins make sure all expectations are being met and all parties are kept in the loop
- Designates a single point of contact to make sure all of your needs are met

Customization
- Customize TruCredential software to fit unique business requirements — including integration with existing business applications if required

Installation and Implementation
- Keep focus on your operation. Entrust Datacard knows the nuances of the software and the interdependencies for long-term success with software.
- Eliminate potential hiccups with dedicated attention during installation, configuration and testing
- Decrease the amount of time from purchased to implementation and keep your operation running smoothly

Entrust Datacard™