

Extended Access Technologies Services Modules

SERVICES THAT LEVERAGE EXISTING AUTHENTICATION METHODS

Summary

The HID Global Extended Access Technologies (EAT) business unit depends on the successful integration of its many products and technologies into OEM and partner products in order to have a successful finished product and/or service that supports the needs of the end user. To ensure these integrations happen successfully, the EAT Pre-Sales and Technical Support team support a wide variety of identification and authentication devices, which can be integrated into 3rd party hardware- and software-environments. The depth of the integration varies depending on the desired end-product, the skills and capabilities of the partner / customer, the application and the targeted use-case. A perfect integration is necessary for the finished solution to achieve the desired technical and business results.

To support this objective, the HID EAT business unit offers a variety of consulting packages to assist our integration partner in defining, implementing, deploying and supporting these projects, ensuring a quality product or solution is achieved that meets the end users' needs.

Things to Consider

When choosing a technical support package, the following criteria should be prioritized.

- **Content:** What is the service deliverable from HID? What does the customer receive? What are the customer benefits?
- **Efforts:** What efforts are required from the EAT technical support team? This includes the set-up and preparation times.
- **Pricing:** Customer cost for each technical support package.

ANTENNA INTEGRATION

Part-No. EAT-TS-ANT

Content

- Workshop (on-site, remote) about antenna integration (hf, lf, BLE), requirements for optimized performance, dos and don'ts and measurement methods
- Remote support to answer ongoing questions
- On-site antenna integration check-up, performance measurement
- Documentation about the performance measurement results, confirmation that integration follows HID specifications, consultation regarding how to increase performance

Efforts (customer activities in bold, others are internal activities)

| | |
|-----------------|-------------------------------------|
| Workshop: | 1 day 1 day preparation |
| Remote support: | 0.5 day |
| Check-up: | 1 day 0.5 day preparation |
| Documentation: | 1 day |
| MSRP: | USD 5,700.00 |

DTK SUPPORT

Part-No. EAT-TS-DTK

Content

The main purpose of this technical support package is to separate pricing of the DTK (Developer Tool Kit) from the additional support services being offered by HID.

- allowing for flexible pricing of the DTK product, to meet different partner needs
- option to purchase the DTK without technical support at a lower price point

The package provides a training overview of the DTK including its contents and how to use it. Additional remote support (phone / web) is provided.

Efforts

| | |
|-----------------|--|
| Training: | 0.5 day 0.5 day preparation |
| Remote support: | 2 days (16 hrs. utilized at partner's discretion over several days) |
| MSRP: | USD 3,750.00 |

PROJECT MANAGEMENT

Part-No. EAT-TS-PRJ

Content

Provides a named contact to the customer for all technical communications and an interface between the customer and HID EAT field applications engineers, technical support and engineering. Project Management controls and drives the progress of the project. The engagement starts with a project kick-off workshop from which a design specification document will be created. Which will include:

- a definition of the project target
- any identified gaps
- integration steps and timelines
- test conditions to evaluate project progress

Efforts

| | |
|----------------|---|
| Workshop: | 1 day 1 day preparation |
| Documentation: | 2 days |
| Project Mgmt.: | 5 days (split over several days during the project duration) |
| MSRP: | USD 12,000.00 |

AD-HOC SUPPORT

Part-No. EAT-TS-ADH

Content

Flexible package to provide on-site or remote support on partner / customer request on a daily basis. Package may provide, but is not limited to:

- technical training
- configuration assistance
- integration review

Efforts

On-site/remote: per-day

MSRP: **USD 1,500.00 per day**



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