



HID Professional Services™  
HID Mobile Access®



**BEST PRACTICE IMPLEMENTATION OF HID MOBILE ACCESS®**

- **Successful delivery** – HID Professional Services™ provides technical expertise and project management resources to assist in the planning and end-to-end implementation of mobile access solutions.
- **Enhanced customer experience** – You will receive personalized service from dedicated HID Professional Services consultants, who will work with you to ensure best practice implementation of your new mobile access control solution.
- **Increased cost efficiency** – HID Professional Services will assist in determining the requirements for your initial implementation and what can be deployed over time, enabling you to allocate resources and budget efficiently.

HID Mobile Access allows you to merge security with convenience by enabling mobile devices to securely open doors or gates. HID Professional Services offers a variety of service packages, which are designed to assist in the successful deployment of our mobile access solutions. We help identify and mitigate potential issues before implementation, while providing you with:

- Best practices for integrating mobile access into the access control architecture
- Expertise in secure packaging and distribution of the HID Mobile Access App to end-users
- Initial set-up, configuration and best practices for using the HID Mobile Access Portal™
- Installation and configuration assistance, ensuring the overall solution is efficiently aligned with the enterprise mobility strategy, internal systems and security processes
- Reader deployment consultation on usage and end-user experience options at the door (e.g. “Tap” or “Twist and Go” gesture-based feature)
- Field reader upgrade and best practices configuration assistance

- Mobile ID positioning as a replacement, and/or to complement physical cards, branding, and various types of Mobile IDs
- Operator and help desk customized training

HID Professional Services applies a proven approach developed over the course of more than two decades of experience in deploying access control, strong authentication and credential management projects. Based on industry best practices such as: Project Management Institute – Project Management Body of Knowledge (PMI® - PMBOK™) and Projects IN Controlled Environments (PRINCE2™), the HID Professional Services Project Assurance methodology helps you meet the most complex deployment challenges, minimizing costly errors, and ensuring your investment is protected long into the future.

Our professional services are backed by industry-trained Certified Information Systems Security Professionals (CISSP) and project managers with the experience and expertise needed to deliver HID Global’s solutions on-time and within budget.

HID Professional Services™ are sold and delivered through the HID Advantage Partner™ network, together with other Genuine HID® products and solutions.

Our goal is to deliver complete solutions that are fully operational and deployed according to best practices, on-schedule and on-budget.



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### HID MOBILE ACCESS® FEATURES:

- Consistent user experience across different devices and operating systems including iOS and Android.
- Phone and reader interaction is intuitive, easy to use and enables new ways to open doors.
- Offers a comprehensive, best-in-class management portal to issue and revoke Mobile IDs automated flows increase administrative efficiency.
- Readers support: Seos®, iCLASS SE®, standard iCLASS®, MIFARE®, DESFire®, HID Prox®.



### SPECIFICATIONS

#### HID PROFESSIONAL SERVICES™ FOR MOBILE ACCESS®

<b>Customized Branding PS Package</b>	Provides Professional Services assistance to deliver customized branding for Mobile Access applications (iOS and Android) with the same functionality as the standard HID Mobile Access application. The package includes: <ul style="list-style-type: none"> <li>▪ Acceptance test plan</li> <li>▪ Application for Android and iOS (including source code) as well as testing in one environment.</li> </ul>
<b>Maintenance PS Package</b>	Provides Professional Services maintenance for the duration of one year on the delivered reference mobile applications. The package includes: <ul style="list-style-type: none"> <li>▪ Updates to resolve issues</li> <li>▪ Publishing of the rebranded Mobile Access applications for Android and iOS on the relevant app stores.</li> </ul>

*Note: A valid Statement of Work from HID Professional Services is required before placing an order for any of the packages above.*



CISSP is a registered mark of the International Information Systems Security Certification Consortium in the United States and other countries.



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