



Extended Services Offer

IDEMIA Smart Biometrics

About IDEMIA

As leader in identity technologies, IDEMIA is on a mission to unlock the world and make it safer. Backed by cutting-edge R&D, IDEMIA provides unique technologies, underpinned by long-standing expertise in biometrics, cryptography, data analytics, systems and smart devices.

IDEMIA offers its public and private customers payment, connectivity, access control, travel, identity and public security solutions. Every day, around the world, IDEMIA secures billions of interactions in the physical and digital worlds.

With nearly 15,000 employees, IDEMIA is trusted by over 600 governmental organizations and more than 2,300 enterprises spread over 180 countries, with an impactful, ethical and socially responsible approach.

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Table of contents

OVERVIEW	4
ONE OFF SERVICES.....	4
CUSTOMIZED SUPPORT.....	5
EXTENDED HARDWARE WARRANTY.....	5
BIOMETRIC DEVICES ACADEMY	5

OVERVIEW

The purpose of this document is to present the extended services offer proposed by IDEMIA Smart Biometrics Business Line.

This document contains the list of services per category:

- One off services
- Customized support
- Extended Hardware warranty
- Biometric Devices Academy

Should customer be interested by one of them, customer is then invited to contact IDEMIA sales account manager.

ONE OFF SERVICES

This activity deals with one off services in order to support customers on specific tasks thanks to IDEMIA support team expertise.

The table below contains the list of these services:

Part Number	Service	MorphoManager Customer Care Access yearly subscription
287889259-BMM	Migration of an existing IDEMIA biometric template database to MorphoManager Database.	
287889259-BMMS	Migration of an existing IDEMIA biometric template database to MorphoManager Database, including setup of MorphoManager with SQL server.	
287889259-UBB	Perform a BioBridge retroactive linking (UBB project) whereas customer enrolled users in MorphoManager before configuring BioBridge.	
287889259-SEC	Provide recommendations to enhance the security level of IDEMIA biometric terminals in customer's access control system.	
287889259-PW	Support to MorphoManager password reset process	included
287889259-WKSP	Technical Design workshop for new customers. (1)	
287889259-DPIA	Provide support for DPIA (Data Privacy Impact Assessment) process. (1)	
287889259-MIGR	Migrate MorphoManager database from SQL CE to Microsoft SQL Server	included
287889259-CAAS	Consultation and Advisory Services with dedicated support to select the appropriate devices setup.	
287889259-DA	Data Analytics: Perform an analyze of the performances of the IDEMIA devices managed by MorphoManager and identify opportunities of improvements.	
287889259-ECO	Enrollment campaign optimization: on site visit to provide recommendations for enrolment.	

287889259-OSA	Onsite audit of a system using MorphoManager and IDEMIA devices.	
287889259-MEMS	Legacy systems migration of templates from MEMS to MorphoManager	
287889259-IS	Support to integrate IDEMIA devices in the system. (1)	
287889259-F2FT	On site training. (1)	
287889259-IWOS	Support for integration with other customer's access control and security systems. (1)	
287889259-MMT	Morpho Manager Monitoring & Troubleshooting training	
287889259-MMIS	MorphoManager Installation Support (1)	included
287889259-UPDT	MorphoManager Upgrade Support	included
287889259-MMUC	MorphoManager Customer Care Access for Urgent Case	

(1) Detailed scope of work to be finetuned with customer

CUSTOMIZED SUPPORT

In addition to One off Services, our customers have access to customized support option.

This is the way for our customers to access other customized services which are required for their activity and projects.

Usually, this deals with yearly services which are based on a dedicated contract of support.

EXTENDED HARDWARE WARRANTY

These services refer to several options:

- Additional years of warranty
- Advanced replacement units
- Contingency stock management

BIOMETRIC DEVICES ACADEMY

Our certification program allows physical access control providers, system integrators, installers, security consultants, administrators and decision makers to understand biometric technology when deploying IDEMIA access control terminals – from technology selection, installation and configuration up to maintenance in operational conditions.

Demonstrate your professionalism and differentiate yourself by joining the IDEMIA Biometric Devices Certification Program!

The table below contains the list of these services:

Part Number	Certification Program
287889551	Access to BIO Platform - Consultant (1 Star *)

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287889564	Access to BIO Platform - Professional (1 Star *)
287889709	Access to BIO Platform - Professional (2 Stars **)
287889572	Access to BIO Platform - Administrator (1 Star *)
287889720	Access to BIO Platform - Administrator (2 Stars **)
287889733	Access to BIO Platform - Administrator (3 Stars ***)