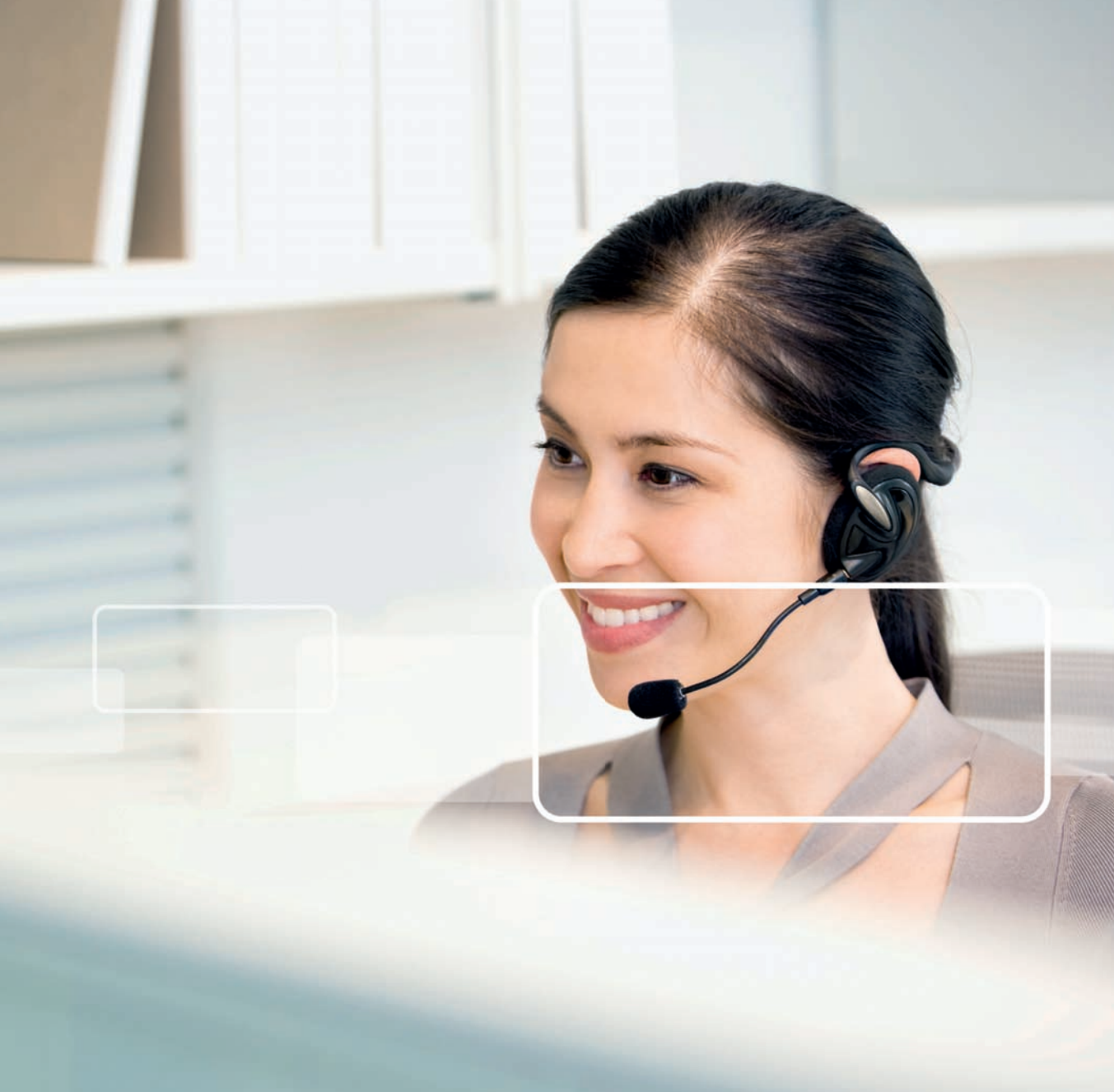


Developer Services **PLUS**™

Service just the way you need it











Customers can simplify and accelerate product development with modular service packages



HID Global's new Developer Services Plus™ is an integral part of the Genuine HID™ value proposition. A unique set of value-added customer and partner advantages that leverage the company's worldwide development and marketing strengths, along with the industry's broadest line of trusted, fully interoperable secure identity solutions and the strongest delivery and response platform. At HID Global we are committed to the developer community and want to facilitate an easier and faster development process for customers, enabling them to deploy the best possible solution. HID Global Developer Services Plus offers three different levels of service to suit your specific requirements: Standard Services, Professional Services and VIP Services.

DEVELOPER SERVICES PLUS

Standard

The HID Global Standard Services level offers a basic set of services that enables HID customers a more effective utilization of technology. Standard Services comprises first-level support.

HID Global Standard Services package offers technical support, return merchandise authorization (RMA), and training through the HID Academy, and is part of the services offered to all HID Global customers.

HID Global Technical Support

This service for customers without a service contract provides basic support in answering standard questions regarding HID products and solutions. In addition, support incidents are verified.

HID Global RMA Services

HID Global's standard return merchandise authorization (RMA) ensures that current RMA conditions are met, without maintaining customer stock.

HID Academy

The Standard Services program includes training on the basics of RFID. The training sessions provide an overview of how Genuine HID Technology can be utilized.



DEVELOPER SERVICES Professional

HID Global Professional Services expand on Standard Services, especially in developer support. Customers who choose the Professional Services package will also enjoy the benefits of HID Global Integration & Design-in Services, as well as Testing and Certification Services. This program comprises first- and second-level support; inquiries are forwarded to development specialists on a case-by-case basis. Professional Services offer a perfect combination of tools for partners who want to integrate HID Global embedded product lines. These services encompass the entire value chain and include designing, integrating, testing, certifying and marketing solutions utilizing HID Global's RFID technology.

HID Global Technical Support and HID Academy

These services are available to program members with a Professional Services contract. In addition to the Standard Services level, members of the Professional Services program are entitled to best-in-class support by HID development teams when integrating, testing and certifying their solutions.

This level also includes training on RFID basics as well as the developer toolkits provided by HID Global. These training sessions enable project teams to familiarize themselves more rapidly with the capabilities of HID technology, thus speeding up integration projects.

HID Global Integration & Design-in Services

HID Global offers the Integration & Design-in Services as an optional support function to integrate HID Global products into customer solutions. Examples include integration and tuning of a customized antenna in a housing provided by the customer or support for building a new antenna. Reader performance tests can lead to design modifications, allowing customers to save development time and reach the market faster.

HID Global Testing Services

HID Global Testing Services provide feedback to customers whose products utilize Genuine HID Technology. Examples of this include reader performance, field strength, customer housing impact, and antenna base characteristics with two defined measurement points.

HID Global Certification Services

Our Certification Services help customers save time and money, as only pre-certified components and solutions are presented to the certification authority. HID Global's expertise helps you obtain certifications, including FCC, CE, EMVCo and ICAO certification.

DEVELOPER SERVICES PLUS

VIP

Customers who enroll in the HID Global VIP Services program will receive the very best in tools, services and support from HID Global. This program ensures the most direct way to benefit from our expertise as well as the shortest response time, and provides individual access to development specialists whenever needed. Customers with VIP Services contracts enjoy the highest priority for all service requests. Services include designing, integrating, testing, certifying and marketing solutions utilizing HID Global's RFID technology.

HID Global Technical Support

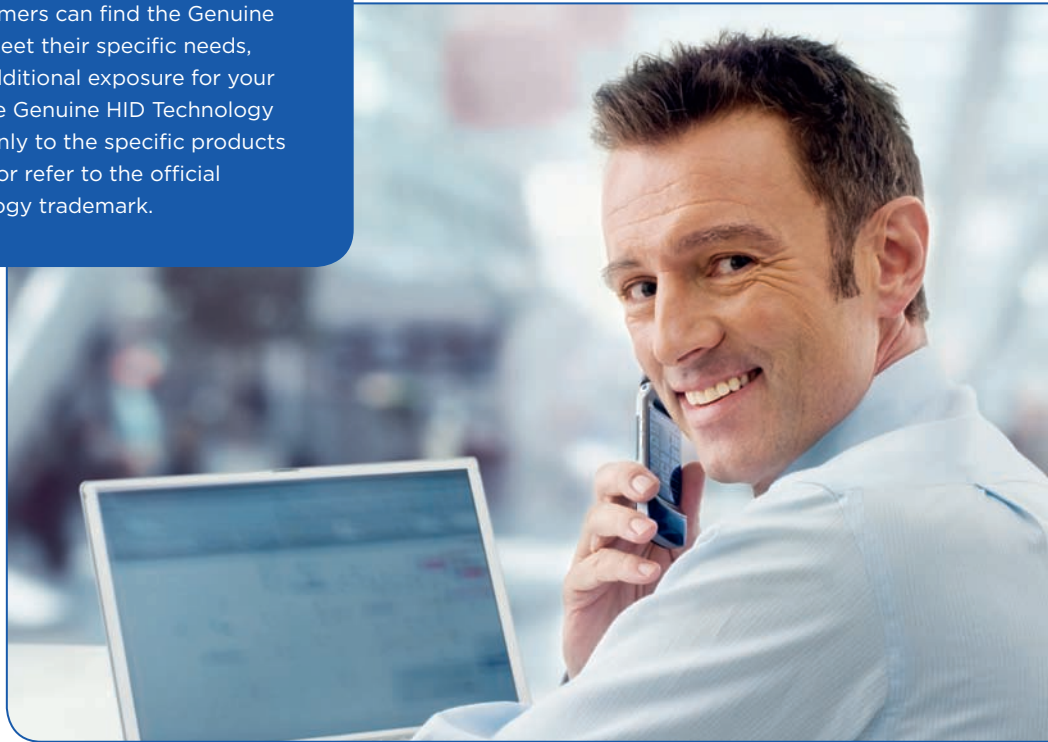
VIP Services offer the best possible level of technical support. This support level provides a member of the HID Global development team as dedicated contact person for all questions regarding technical issues. In addition, customers will receive either a voucher for one project with HID Global Testing Services or Integration & Design-in Services free of charge.

HID Academy

Services within the VIP Services package include training on the basics of RFID as well as the developer's toolkit. Training sessions are free of charge for an unlimited number of employees.

Genuine HID Technology™ Benefits

As part of our Developer Services Plus program we are offering our Genuine HID Technology website as a platform for you to communicate with your customers and market and promote your products. Here, customers can find the Genuine HID Technology to meet their specific needs, providing you with additional exposure for your finished solutions. The Genuine HID Technology designation applies only to the specific products that are labeled with or refer to the official Genuine HID Technology trademark.



For further information about HID Global Developer Services Plus please contact your local HID representative or visit hidglobal.com.

Developer Services ™

There are many reasons
to build on our service commitment

ASSA ABLOY

An ASSA ABLOY Group brand

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