

HID GLOBAL CERTIFICATION PROGRAM



HID Professional Services®





A Comprehensive Solution to Meet Your Organization's Specific Needs

Implementing stronger authentication practices, like multi-factor authentication and cloud-based services, are critical to securing access to what you need to protect—no matter what industry you're in. But implementing projects of this scale, like any new technology, are not without risk.

HID Professional Services® is the perfect way to ensure your strong authentication solutions are the most secure, compliant, and cost-effective way to protect your resources and data. From concept to implementation, our experts have the solutions you want for the security you need.

Our goal is to help organizations accelerate value and garner best performance from their investment while reducing overall business risk.

Organizational Challenges

Organizations want to ensure their administrators are properly trained and have the knowledge and tools to manage the day to day operations of the product. Common challenges include:

- Often needing more training time than designated during implementation
- Multiple administrators make it difficult to train all at once
- High turnover leaves knowledge transfer gaps for the organization to maintain control over managing workflows and creating new business rules
- Multiple users reaching out for technical support make the process more cumbersome to follow and more difficult to receive timely responses

Organizations need to have the flexibility and expertise passed on to their team members to facilitate making small changes to their workflows and set up business rules independently—or with minimal intervention from our Professional Services Support teams—after the go-live date.

HID SAFE® Certification Program Solutions

- Bootcamp Classes
- Certification Exams
- HID Genuine Academy Portal Access
- Advanced Topics Webinars





Well-Trained Partners and Customers Are the Key to Success

The HID Global Certification Program offers a comprehensive training course to ensure ongoing contact and connection with HID through advanced topic webinars, and access to our HID Genuine Academy and various instructor-led or online training classes.

We also offer a more customized approach to tailor the content specifically to your organization's version, workflow setup, business rules and policies, as well as integrations. This approach helps to ensure user adoption and overall business success. We also provide our training services on-site at your facilities.

HID Global Certification Program Delivers:

- Bootcamp Classes - Instructor-led classes are provided on various topics of the product.
- Certification Exam - Once post-training and prerequisites are completed, an exam is administered to certify you as an Admin.
- Genuine HID Academy - Portal access for Admins is provided to manage their certification process with online classes, documentation and exam schedule.
- Advanced Topics Webinars - A deep dive into the different technical areas of the product is provided.

Our commitment is to provide a simplified onboarding experience to ensure all identified stakeholders acquire the knowledge, skills and behaviors necessary to ensure the highest adoption rate of your strong authentication and credential management solution. To learn more about implementing training for your organization, contact us at iamsales@hidglobal.com.



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