



ENTRUST SUPPORT SERVICES

Instant ID Issuance Software Maintenance Agreements (SMA)

Entrust is Committed to Providing State-of-the-Art Software Support for Instant ID Issuance Software and Adaptive Issuance™ Suite Software

Entrust SMA Overview

A Software Maintenance Agreement (SMA) for Instant ID Issuance Software and Adaptive Issuance™ Suite software provides important software version updates as they become available, as well as expert technical support.

An SMA minimizes software downtime due to technical issues and keeps software up to date with regular version updates, such as new features and enhancements.

An SMA also makes it more economical to take advantage of regular version updates. Instead of purchasing updated software in some years — and relying on outdated software in others — customers get regular version updates at a predictable annual cost with an SMA.

Key Levels of Coverage	Instant ID Issuance SMA
Software Version Updates	•
Annual Software Rehosting	•
Tech Support (8x6)	•
Support Priority Queue	•
Access to Knowledge Base & Training	•
Instant ID edition	Coverage
Plus	•
Professional	•
Enterprise	•

Paving the Way for the Future

A fixed annual investment allows planning for support expenses and ensures the latest software is available — as opposed to buying separate licenses when updates are released.

Efficiency, Functionality & Usability Enhancements

Using the latest supported version of software is essential to keep systems running at peak performance. Entrust is committed to secure top efficiency and productivity through updates.

Higher Productivity & Faster Resolution

Prioritized technical support. An SMA allows customers to focus on their core business and let our technical support experts quickly resolve issues. An SMA also ensures priority service response as opposed to non-contract calls.

Minimized Risk

Minimize possibilities of software incompatibility issues with tested and validated updates.

Meet Rigorous Security Standards

SMAs consistently provide new functionality and security updates, including quarterly security patches for Instant ID Issuance Software, which help prepare customers to pass rigorous internal or external security audits and meet or exceed expectations.

Online Access

All updates are available via secure internet download for fast, convenient access.