



HID BioCare Facepod and U.ARE.U Face Module Services

Protect your facial recognition investment with support that keeps your systems running at peak performance.

FROM REACTIVE TO READY

You've invested in world class facial recognition technology with the **HID Facepod** or **HID U.ARE.U Face Module** — designed to deliver industry leading accuracy, security and a seamless user experience.

But in a world of constant software updates, evolving security threats and technological advancements, even the best technology needs a dedicated support system to maintain peak performance and prevent disruptions.

The BioCare services enable you to access the latest HID facial recognition knowledge and tools, helping shift your environment from reactive troubleshooting to continuous operational readiness. With a fixed cost, you receive rapid response from dedicated tech support, ensuring your facial recognition technology is always performing at peak levels — for greater peace of mind.

SCALABLE SUPPORT FOR EVERY DEPLOYMENT

Whether you want reliable standard maintenance or proactive, around-the-clock priority care, we offer a service option tailored to meet your operational needs and budget.

BIOCARE STANDARD

Reliable and responsive support designed for organizations that value consistent performance and expert supervision:

- **Responsive Help Desk:** Support via email, phone and web with a guaranteed one-business-day response time
- **Guidance You Can Trust:** Professional assistance for integrating software (APIs/SDKs) and properly configuring your hardware
- **Always Up-to-Date:** Immediate access to the latest firmware and SDK updates via the HID Developer Portal
- **Hardware Protection:** Includes troubleshooting and advanced hardware replacement with cross-shipping to minimize downtime and keep operations running smoothly

BIOCARE PREMIUM

Our highest level of care — built for 24/7/365 operations — where every minute counts and downtime is not an option for mission-critical facial recognition operations.

The Premium package includes everything in BioCare Standard, plus:

- **2-Hour Rapid Response:** Priority handling 24/7/365, including weekends and holidays
- **Personalized Advocacy:** Assigned Customer Success Manager understands your unique business environment and provides strategic guidance
- **Direct Access to Experts:** Structured meetings with our top-level engineers for immediate, high-touch support
- **Intelligence and Analytics:** Receive detailed reports on system performance and process improvements to help make data-driven decisions

All support services are delivered at flat rates — giving you control and predictability with no surprises.



KEY BENEFITS

- **Operational Relief:** Access certified technicians with deep knowledge of facial recognition
- **Always-Current Technology:** Quick access to the latest HID facial recognition tools and knowledge, such as firmware and SDK updates
- **Maximize Uptime:** Fast troubleshooting and device replacement keep systems running
- **Predictable Costs:** Shift ongoing maintenance into a stable, predictable operating expense — no surprises
- **Peace of Mind:** Our experts manage the technical oversight so your team remains focused on primary IT priorities
- **Stronger Security and Compliance:** Regular, proactive patching reduces risk

	BioCare Standard Essential support for stable, non-critical environments	BioCare Premium Advanced, always-on support for mission-critical facial recognition operations
Service Fit & Priority Level	✓ Baseline coverage ✓ Reactive support ✓ Business-hours only	Everything in BioCare Standard, plus more! ★ Best for mission-critical environments ★ Fast response SLA ★ Direct access to HID expertise
Availability	✓ Normal Business Hours	★ 24/7/365 Priority coverage (nights, weekends, holidays)
Response Time	✓ One Business Day	★ Guaranteed 2-hour SLA response
Updates & Security	✓ Full Access to Software Updates	★ Proactive, customized update strategy ★ Guided security patching to reduce risk
Support Type	✓ Reactive: • Troubleshooting • Advanced hardware placement with cross-shipping*	★ Proactive & Strategic: • Troubleshooting • Advanced hardware placement with cross-shipping* • Structured system oversight • Operational partnership for proactive support
Dedicated Experts	✓ Help Desk: • Email • Phone	★ Assigned Customer Success Manager: • Email • Phone • Direct access to HID experts
Strategic Meetings	N/A	★ Regularly scheduled and ad hoc meetings ★ Performance insights ★ Optimization recommendations

*Exclude shipping costs & taxes

TURN FACIAL RECOGNITION SUPPORT INTO OPERATIONAL ADVANTAGE

HID BioCare isn't just about support — it's a partnership. We handle dedicated ongoing maintenance for the technology we designed, while you gain the advantage of zero-interrupt operations, reduced IT strain and total cost predictability. Let us focus on taking care of the hardware so you can focus on the outcomes.



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