



HID BioCare Managed Services for Law Enforcement

Proactive livescan system management that minimizes downtime, simplifies compliance and delivers predictable costs — keeping critical operations in your control

IN LAW ENFORCEMENT, DOWNTIME ISN'T AN OPTION

When livescan systems are down, the impact is immediate: delayed bookings, stalled investigations, frustrated officers and increased audit risk. In today's high-stakes environment, "standard" IT support is no longer a safety net — it's a liability that leaves your agency vulnerable.

HID BioCare Managed Services shifts your livescan environment from reactive support to continuous operational readiness through automated endpoint protection and scheduled system health reviews.

At a predictable, cost-effective monthly fee, you gain CJIS-certified experts acting as an extension of your IT team — delivering a strategic advantage without the staffing burden, scheduling headaches and unpredictable costs.

DON'T REACT TO SYSTEM FAILURE. PREVENT IT.

Unlike standard reactive support, BioCare Managed Services offer a proactive, seamless and cost-effective approach to system maintenance, software upgrades and security enhancements. Agencies with limited budgets and staff can now access advanced biometric capabilities as HID works in partnership with local IT.

COMPREHENSIVE LIVESCAN MANAGEMENT – HANDLED FOR YOU

System Maintenance & Updates

- Software updates and patches
- Windows® OS lifecycle management
- Livescan code table updates

Help Desk Support

- 24/7 support
- Remote troubleshooting and support

Security & Identity Management

- Antivirus and endpoint protection
- Intrusion detection
- Microsoft Entra ID (formerly Azure Active Directory) integration and management
- Role-based access control for livescan users

Compliance

- CJIS-aligned compliance monitoring & reporting
- Regular audit logs and compliance documentation

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

SECURITY YOU CAN TRUST. COMPLIANCE YOU CAN COUNT ON.

- **CJIS-Certified Workforce:** All services are performed by HID team members certified under FBI CJIS standards, supporting data integrity and compliance
- **Reporting Accountability:** Monthly reports document all system interactions — who accessed the system, when, why, and what actions were taken
- **Zero Data Retention:** HID does not collect, store or retain livescan biometric data
- **Strict Scope of Access:** Access is limited to approved livescan systems and scoped for managed services functions only



KEY BENEFITS

- **Peace of Mind:** We manage your technology so you can focus on protecting the community
- **Reduce Downtime:** Updates occur in the background with no disruption to operations
- **No Dedicated IT Resources Required:** Livescan is fully managed by HID — no internal IT resources or scheduling needed
- **Consistent Performance:** We ensure uniform versions and policies across all systems and agencies
- **Cost Predictability:** Subscription-based pricing means no hidden fees
- **Enhanced Security:** Data is encrypted in transit and at rest, and your data is never stored after service completion

Why BioCare for Livescan Systems

Standard Support	HID BioCare Managed Services
• Reactive, call-in support after failures • Requires internal IT coordination and scheduling • No user account management • Downtime and disruption during updates • Variable, unpredictable upgrade costs • Increased security risks due to delayed patches • Audit challenges and compliance risk • Inconsistent support resources	• Proactive Management: High-touch oversight that identifies issues before they happen • Turnkey Coordination: HID handles the technical heavy lifting so your team can focus on core priorities • Precision Identity Control: Expert user account management and secure system configurations • Minimal-Disruption Updates: Designed to minimize downtime and operational disruption • Fixed-Rate Predictability: All-inclusive pricing with no hidden fees • Continuous Threat Defense: Always-on protection by streamlining the entire lifecycle of patches and security updates • Audit-ready Documentation & Reporting: CJIS aligned records that support audits and reduce compliance risk • Dedicated Law Enforcement Support: A specialized HID team with deep livescan expertise

STAY OPERATIONAL. STAY COMPLIANT. STAY FOCUSED ON THE MISSION.

BioCare Managed Services ensures your livescan systems support your officers — not slow them down. Minimize downtime, reduce IT burden and protect your agency with a managed service built specifically for law enforcement.



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