



HID BioCare Managed Services for Livescan Systems

Proactive system management that minimizes downtime, simplifies compliance and delivers predictable costs — keeping your identity workflows running smoothly

DOWNTIME ISN'T AN OPTION FOR YOUR IDENTITY WORKFLOW

When livescan systems are down, the impact is immediate: delayed services, frustrated customers and users and increased compliance risk. Traditional reactive IT support often can't keep pace with mission-critical identity environments.

HID BioCare Managed Services shifts your livescan systems 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 experts who act as an extension of your IT team — reducing staffing burden, eliminating scheduling delays and removing 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. You gain advanced biometric capabilities with HID working seamlessly alongside your local IT team.

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, reducing internal workload
- **Consistent Performance:** We maintain consistent versions and policies across all systems
- **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 IN CONTROL.

BioCare Managed Services ensures your livescan systems support your workflow — not slow it down. Minimize downtime, reduce IT burden and protect your investment with a managed service built specifically for mission-critical identity operations.



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