

Protect Your Investment With BioCare Partnership



STATE-OF-THE-ART SOLUTIONS DESERVE STATE-OF-THE-ART SUPPORT

As biometric devices become more intelligent — integrating AI, firmware and advanced SDKs — your organization needs more than just a warranty. You need a partner. BioCare is HID's support partnership designed to ensure your biometric systems are always supported, optimized and ready for mission-critical performance.

WHY BIOCARE?

- **Continuity of SLA Commitments** – Ensure you meet your own customer SLAs with guaranteed access to HID support
- **Direct Access to Experts** – Get connected with HID's Tier 1, 2 and 3 engineers for technical issues, deployment challenges and development support
- **Escalation & Resolution** – Rapid escalation paths to engineering teams for critical issues — no delays, no uncertainty
- **Training & Consulting** – Access to expert-led Webex training and biometric consulting to help your team stay ahead
- **Software & AI Enhancements** – Includes access to firmware updates, drivers and AI models to support ongoing performance improvements and feature evolution

KEY BENEFITS OF BIOCARE

Expert Support, Anytime

- Access to Tier 1, 2 and 3 support engineers
- 2-hour response time for Premium customers
- Phone and email support, including weekends and holidays for Premium customers

Proactive Issue Management

- Dedicated escalation paths and sync meetings
- Regular status updates and technical consultations
- Support for code reviews, configuration checks and log analysis

Transparency & Tracking

- Customer portal for ticket tracking and knowledge base access
- Automated notifications and case updates

Continuous Improvement

- Software updates aligned with product roadmap
- Support for AI model, firmware, driver and product enhancements

Proven Satisfaction

- 97% CSAT in 2024
- Experienced, multilingual, CGIS-certified support team

CHOOSE THE RIGHT PLAN FOR YOUR BUSINESS

Feature	BioCare	BioCare Gold	BioCare Platinum
Support Channels	Email Only	Phone + Email	Phone + Email
Response Time	24 Hours	24 Hours	2 Hours
Availability	Business Hours (Mon–Fri)	Business Hours (Mon–Fri)	24/7 Including Weekends
Escalation to Engineering	✓	✓	✓
Software & AI Updates		✓	✓
Training & Consulting		✓	✓
Dedicated Sync Meetings			✓
Customized Support According to Your Needs			✓
Customer Success			✓

