

Allynis™ Managed ID

IIIIII Make your corporate identity solutions personal



ENTERPRISE > SERVICE

Innovating Provisioning Services with Gemalto

Gemalto's in-depth experience in provisioning services has served customers in multiple business sectors across a wide array of applications for more than 20 years. With the widest range of value-added services in the market and the flexibility to provision a single card, Gemalto provides quick and secure provisioning of corporate identity badges and other authentication devices. The array of services provided include:

- inventory management service
- personalization service
- fulfillment service



Gemalto's world-class manufacturing facilities lead the industry with best in class certifications on both quality and security.

Industry certifications include:

- ISO 9001-Quality Systems
- ISO 14001-Manufacturing
- ISO 27001-Security
- North American Security Products Association (NASPO) certification
- Security Accreditation Scheme (SAS) certification
- VISA, MasterCard, American Express, and Discover facility and manufacturing certifications

Gemalto makes the smart card provisioning process easy for customers with its innovative portfolio of managed services. 30 service bureaus all over the world produce over 120 million cards annually, offering local

Gemalto has in-depth experience in inventory management, personalization and fulfillment services, serving customers in multiple business sectors for more than 20 years.

service with maximum flexibility, reliability and security from the moment the cardholder information is received to the day the card arrives in the users' mailbox or is delivered to the corporate security officer.

Allynis™ Managed ID

IIIIII Gemalto Inventory Management & Fulfillment Services



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Gemalto Inventory Management & Fulfillment Services

Allynis Managed ID offers a myriad of capabilities supporting inventory management and fulfillment. Gemalto's global operations address the needs of our world-wide customer base with stock consolidation, shipping and packaging activities to improve your bottom line. Flexibility is key. Based on best practices, we have a variety of choices to meet both user expectations and cost constraints. Packages can be designed to meet any requirements. Preparation can be adapted to demands as well: warehousing, handling of materials, kitting, packing – all are integrated processes providing an efficient and cost effective supply chain.

> Inventory management services

Gemalto provides full product inventory management services to ensure corporate identity and access control issuance needs are managed securely and efficiently.

Card stock & inventory

management: Gemalto offers customer stock management service including management of card, tokens and reader stock necessary for the fulfillment of corporate identity or authentication device issuance. Gemalto provides

buffer stock management to prevent shortages during periodic demand spike. Gemalto can work with you to determine a trigger stock level that when reached, will trigger an event. This event can either be an automatic order placement to bring the stock level up to a pre-determined level, or it can be a notification to you to provide the appropriate instructions.

> Fulfillment services

Gemalto offers efficient stock retrieval resulting in ease of device issuance and the option to retrieve small volumes for reduced storage costs. Gemalto assures stock availability at all times, monitors your stock levels and performs packaging and shipment.

Returned product processing:

Gemalto alleviates the challenge of managing recipient addresses. Non forwarding return address envelopes are available as one of the many custom fulfillment options to ensure that products are only sent to recipients address on file. Returned products are logged and safely stored in our secure facility and notification sent to you to determine further action. Data log of returned products are available for electronic transmission on a predetermined frequency if desired. Once address information is corrected and updated, Gemalto ships product to the corrected address.

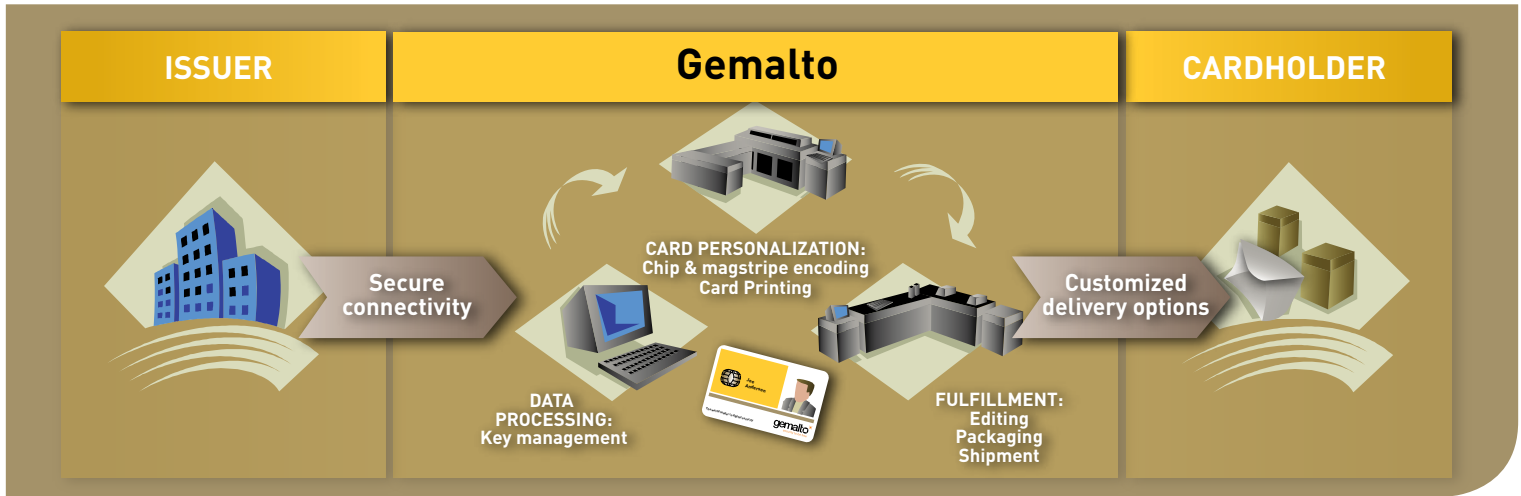
Card replacement requests and

processing: Gemalto provides an automated process for customers to issue replacement cards. Once notified, the card personalization process is triggered based upon predetermined courses of action and a new card shipped within the selected service level. Expedited card replacements are also available.

As part of Gemalto's fulfillment service, we provide flexible custom packaging options - be it "card on carrier" in envelop to custom printed boxes with instruction inserts, we will work with you in selecting a packaging option that will best suit your needs. For your deployment, we will select the best location to fulfill your product, based on a precise knowledge and attention to country-specific regulation and eco-system, including shipment habits and mailing prices. Providing an efficient location brings faster delivery, reduces materials procurement as well as shipping costs, and allows increased volume shipping at a faster pace. Wherever the location is, Gemalto will provide all information linked to your business, including inventory levels, order and tracking reports. With Allynis Managed ID, you can customize the fulfillment and packaging services needed to optimize your provisioning services.

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IIIIII Gemalto Personalization Services



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Gemalto Personalization Services

Gemalto provides you with a full range of personalization capabilities to ensure your smart card identity solution is customized to your company and to each individual employee. With world-class manufacturing and personalization capabilities, you can trust Gemalto to provide virtually any size or scope of corporate identity personalization to meet your digital security credentials efficiently and most importantly, securely.

> Personalization Service

Providing an efficient location brings faster delivery, reduces materials procurement as well as shipping costs, and allows increased volume shipping at a faster pace.

> What is personalization?

Personalization streamlines the card issuance process through efficient procedures yielding cost savings to the customer. Personalization creates badges with unique employee data printed on the card as well as digital credentials programmed into the contact and contactless chip and updates the customers' Card Management System (CMS). Offering an assurance of stock available at all times, card issuance and stock management is delegated to Gemalto, with no need for the customer

to maintain expensive issuance equipment and supporting operations, allowing reassignment of personnel to focus on core competencies.

> How does Gemalto Personalization work?

Gemalto is committed to providing the highest quality of service and works with enterprise customers to establish the best process for providing personalized identity solutions that are both timely and cost effective. While each customer is unique, typically the personalization process moves through the following steps:

- 01** Cardholder information is sent to Gemalto Service Bureau via **Gemalto Allynis™ Connect**, which provides a secure conduit from your CMS to the Gemalto Service Bureau. Transfer activity can be tracked and reported back to your CMS. Gemalto provides professional services that allow a seamless integration with your CMS. In the absence of a CMS, Gemalto's Professional Services Team will work to define a smooth process for cardholder information communication.
- 02** Personalization process begins by securely processing card holder information followed by printing and encoding that information in the smart chip or magnetic stripe.

- 03** Customized fulfillment options offer you flexibility to select the packaging most suited to your needs and delivery options to ensure security of mailed credentials as well as compliance to your internal policies.

> **Issuance flexibility with Gemalto**
Gemalto Personalization offers flexibility for executing individual customer needs.

- Instant Badge Issuance system (IBI) for localized issuance, allowing the customer to individually produce badges on premise
- Convenient Gemalto Personalization Bureau for large badge renewal issuance and new badge programs
- Unique combination of bureau services and IBI available to suit your specific needs for badge issuance, lost or damaged badge replacements and other program initiatives



Gemalto Worldwide Service Bureaus

30 service bureaus worldwide in over 17 countries



For more information, please visit our website
or contact us at AllynisManagedID@gemalto.com

<http://www.gemalto.com/enterprise/product/services.html>