

Support, Repair & Swap Services

Need access to Support or access to Repair & Swap Services?

IDEMIA Technical Support is organized into 3 main Levels.

A. IDEMIA Worldwide Technical Support Call Center – Level 1

IDEMIA Call Center is the entry point of contact for Access to Support & Return Material procedure.

IDEMIA Call Center is handling the Level 1 Support

- Answer information request and basic support for product & installation configuration
- Capture all needed information to Level 2 deeper analysis enabling faster resolution

IDEMIA Call Center manage 4 speaking languages: English, French, Spanish, Hindi

IDEMIA Call Center is operating 24h/7Days

Worldwide Technical Support Call Center Contact Information

USA & Canada Email: support.bioterminals.us@idemia.com Phone : +1 888 940 7477	EMEA (Europe, Middle East & Africa) Email: support.bioterminals@idemia.com Phone: +33 1 30 20 30 40
LATAM (Latin America) Email: support.bioterminals.us@idemia.com Phone: +1 714 575 2973	APAC (Asia & Pacific) Email : support.bioterminals.in@idemia.com Phone: +91 1800 120 203 020

B. IDEMIA Support Expertize – Level 2

IDEMIA Support Level 2 is organized in 3 Support Center locations:

- ⇒ INDIA for APAC region, MOROCCO for EMEA and USA for AMERICAS

IDEMIA Support Level 2 deal with advanced configurations & medium complexity requests.

IDEMIA Support Level cannot be contacted directly unless a specific Service Agreement has been contracted.

C. IDEMIA Support Expertize Level 3

IDEMIA Support Level 3 is covered by our R&D Center of Excellence located in France (Paris).

IDEMIA Support Level 3 deal with very advanced configurations and high complexity requests.

D. IDEMIA Support & Repair / Swap Centers footprint



Figure 1: Support, Repair & Swap centers footprint



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E. IDEMIA Support Standard SLAs

IDEMIA Support Level 1: 3 Days

- ⇒ This duration corresponds to the maximum time to close assistance request
- ⇒ Response time to assistance request is 8 hours

IDEMIA Support Level 2: 5 Days

- ⇒ This duration corresponds to the maximum time to close assistance request
- ⇒ Once ticket has been escalated to Level 2, customer is called back within the next 24 hours following the escalation

IDEMIA Support Level 3: 20 Days

- ⇒ This duration corresponds to the maximum time to close assistance request
- ⇒ Customer is regularly informed about the progress done to solve his case
- ⇒ Customer contact entry point remains IDEMIA Level 2 support

Note: IDEMIA is proposing specific Support & Maintenance Services with specific SLAs adapted to Partner requirements.

F. IDEMIA Support Escalation Process

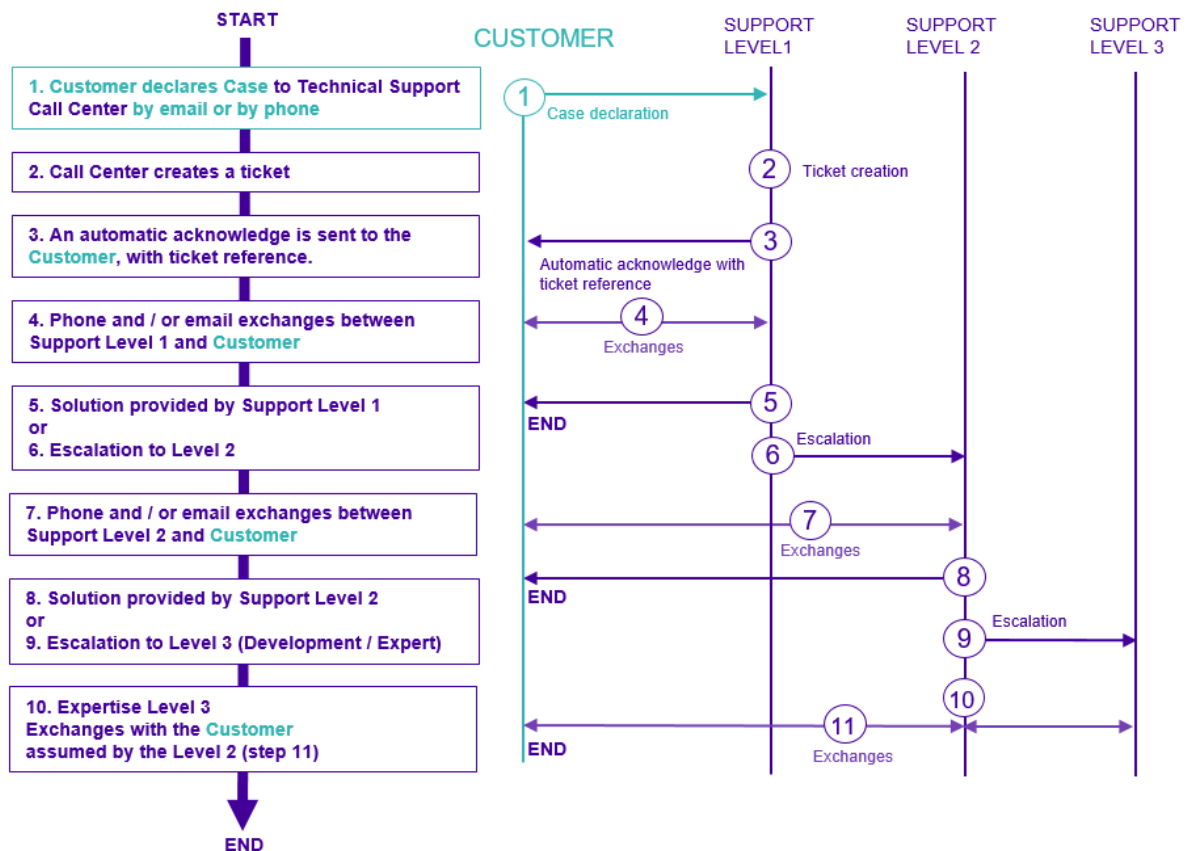


Figure 2: Support escalation process

G. IDEMIA Return Material Authorization (RMA) Process

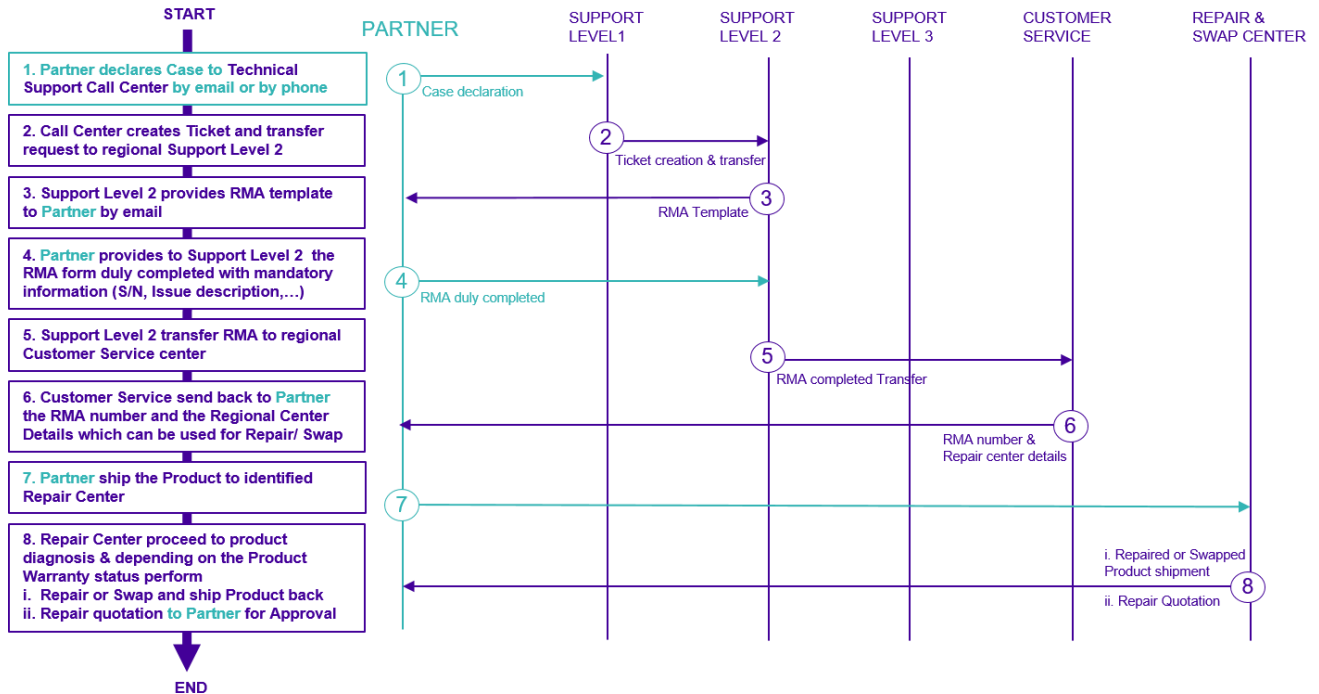


Figure 3: RMA process

H. SWAP

The SWAP service objective is to mitigate the consequences of faulty devices by reducing the time required to replace those devices

A SWAP operation means replacement of the faulty product within the warranty period & respecting the “Out of warranty conditions” within 5 days following its reception

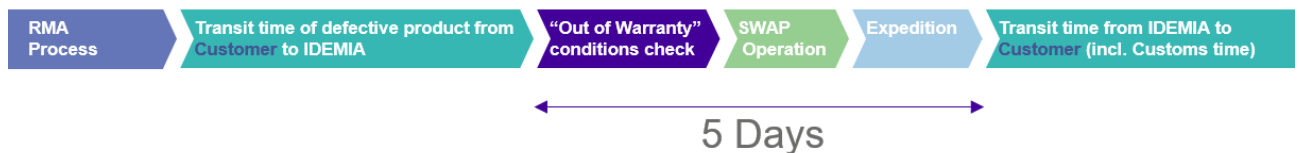


Figure 4: SWAP process

Please contact your Sales representative for more information.