

EZIO SERVICES

Leverage our experience



Leverage our extensive experience and best practices from eBanking security deployments around the world. Our service organization will help you implement strong authentication solutions in a way that accelerates time-to-value, creates new business models and lowers risks.



gemalto^{*}
security to be free

With over 50 million eBanking security devices delivered, we know how to best help banks roll-out their strong authentication solution of choice.



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Get maximum value from your eBanking security investment when you use Ezio Services. Our step-by-step best practice methodology speeds up time-to-value and reduces risks.

Business benefits include:

- **Faster deployment**
- **Quick staff training**
- **Reduced risk**
- **Costly deployment mistakes avoided**
- **Greater efficiency**
- **Proven, mature security service**
- **Your requirements and goals are met**
- **Satisfied users**

How it works:

- **We work closely with your own staff**
- **Our security architects define goals and plan a solution**
- **Our experts deploy best practice processes**
- **We deliver a comprehensive deployment plan and schedule**
- **Results delivered in as little as one to two weeks**

IMPLEMENTATION

When it comes to eBanking security implementation, Ezio Services really excels. Our best-in-class methodology is part of a proven route that takes every aspect of implementing strong authentication into consideration.

This timely, cost efficient and user case driven offer minimizes risks while maximizing business value. Implementing eBanking security with our help ensures that you are always one step ahead of any challenges.

SECURITY AUDIT

Our security audit will give you the answer to how secure your authentication solution really is.

It goes without saying that online criminals are trying to attack your clients. But how secure is your authentication solution in order to meet known methods of attack?

Our security audit will give you the answer. It will also reveal any easy actions that you can take to raise your level of security quickly.



DESIGN AND CONSULTING

Gemalto offers consulting as well as visual design. There are many aspects to be covered and decisions to be made in conjunction with an upgrade of or introduction of an authentication solution

Gemalto can help with:

- Architectural design of the total authentication solution
- Card reader development; ranging from complete bespoke development to look and feel extensions of existing standard devices
- Set up of distribution and logistics for the provisioning of the authentication devices

TRAINING

Staff training is essential to ensure that your investment in trust and security pays dividends. We offer training about the Ezio System's capabilities in order to develop the operational skills of your staff. There are two audiences:

- IT staff. We give them detailed knowledge about system integration, set-up and operation of the Ezio System.
- Group managers and customer support staff. We provide an overview, concentrating on the interaction between your customers, the customer support staff and the built-in support in the Ezio System.

FULLFILLMENT

Ezio Suite offers a complete, hassle-free range of services to help you ship Ezio security tokens to your customers.

These include:

- Order management
- Personalization
- Warehousing
- Packing
- Shipping
- Reporting
- User support
- Return management
- Device replacement and recycling
- Business-to-business and business-to-consumer web stores

SUPPORT

Your partnership with Gemalto does not end with a successful implementation. We want to help you ensure that your authentication system continues to work smoothly into the future.

Gemalto Support offers a range of services, including remote support, backed by service level agreements (SLAs). Whether it is short-term remote support, or other enhanced support options, Ezio Support can tailor the right package for your organization's needs.

Our Premium SLA gives you the reassurance of thorough device and system training, emergency and on-site support as well as access to advance information and predefined response times. A Premium SLA also means free system upgrades, so you always have the latest in eBanking security

GEMALTO E-BANKING provide thought-leading digital security for banks and their customers. By securing and enabling signatures, access and new services, our strong authentication solutions help improve customer relationships. We enable new revenue models and increased efficiency for retail and corporate banking. All this is accomplished through our product offering, the Gemalto Ezio Suite, and our extensive experience of implementation, roll-out and fulfillment projects.

www.gemalto.com

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