ISG
Identification Systems Group

ISG Professional Services

Providing consistent, expert service & local support across the United States & Canada

The Professional Services Certification Program provides peace of mind that your system will be installed and supported in a consistent and professional manner. Our certified dealers can implement systems at multiple locations across a broad geographic area with consistent project management.

This also means that identification and security solution partners can turn to the ISG dealer network to provide local, third party service support. This program enables us perform large-scale nationwide, system implementations. You will receive superior ISG support, regardless of your location.

Our ISG certified technicians have each completed 160 total hours of classroom training, plus an additional 40 hours per year of hands-on training. Our ISG certified technicians utilize manufacturer training programs for the specific products they support. Certification programs are based on each technician level definition (see back).

Key Features
- Onsite system installation & user training
- Onsite preventive service & maintenance agreements
- Fast onsite response time for service calls
- Local spare parts & printer supply inventory
- Large-scale implementation & project management
- Card reissuance programs
- And much more!

To find your local ISG Dealer, visit our website and enter your postal code into the dealer locator form. From there, you can contact your local dealer directly via email, phone or their website.

Click Here to Get Started!

Technical Level Definitions

LEVEL 1 - Basic Mechanical Experience & Aptitude

Understands basic mechanical maintenance, can perform maintenance on ID card printers and embossers, clear jams and make adjustments.

LEVEL 2 - Operating System Proficiency, Including Creating Security Groups

Experience of basic photo ID software, can install components and provide basic training.

LEVEL 3 - Database Skills for Data Source Creation, Tables, Etc.

Can do full system installations, including database connectivity and has networking knowledge.

LEVEL 4 - Microsoft Certified Engineer (MCE)

All skills learned in other levels, plus the Systems Engineer has knowledge of high-end electro-mechanical systems.

About the ISG

The Identification Systems Group (ISG) is a nationwide network of local experts in identification, security, tracking and card personalization technologies, providing high quality, cost-effective solutions backed by local support and the strength of our Professional Services Certification program. Each member company works together to provide seamless support and collaboration in the identification and issuance industries across the USA and Canada. **www.IdentificationSystemsGroup.com**

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