

Professional Services



2026



Unparalleled Network

- **US & Canada coverage** – Since 1982, the ISG has grown to over 25 Members from every region of the United States and Canada as part of our dealer network.
- **90 dealer locations** – Member Dealers provide over 200 Sales and 200 Service Technicians locally across North America providing the coast-to-coast delivery of ISG solutions and services.
- **Every market served** – The ISG network provides identification, access and tracking solutions for every major market, including education, government, healthcare, banking, gaming, hospitality, membership and other corporate entities.

Project Consultation



- **Onsite surveys** – Your local ISG Member Dealer can provide an onsite review of your facility to recommend improvements to your current ID, access and tracking systems.
- **Competitive pricing** – By negotiating bulk pricing for our entire Member network from manufacturing Partners, the ISG can provide premium products at very competitive pricing to customers.
- **Leasing & funding options** – The ISG partners with vendors who can provide financial assistance through government grants and leasing programs to help you get the solutions you need right away.



System Integration

- **Product interoperability** – Your local ISG Dealer can help you integrate new products with your old systems to keep you up and running while you transition to your optimum solution.
- **Database connectivity** – The ISG can help bridge databases and applications with full connectivity while maintaining the complete integrity and security of your data.
- **System convergence** – When merging your physical and logical identity or access systems, your local ISG Member can assist with full convergence to the most efficient and secure solutions.



Manufacturers and integrators alike turn to the ISG for third-party service and support coast-to-coast. ISG certified technicians complete classroom training, plus an additional 40 hours per year of continuing education. Eliminate the hassle of inept technical support. Let your local ISG dealer take care of all your needs!



Certified Members

- **Qualified experts** – All ISG Member Dealers must be industry experts, show a history of professional service, and meet all ISG requirements for product certification.
- **Regular solution training** – The ISG provides both in-house solution training for Member new hires, as well as Partner training events for specific solutions and industry best practices.

Centralized Coordination



- **Multisite implementation** – The ISG network can manage new solution integration for organizations with multiple locations for a smooth transition to new systems company-wide.
- **Project management** – Though some ISG Dealers manage territories across state/provincial lines, they also coordinate with each other for projects that might cross into each other's regions to make sure that customers are fully serviced and satisfied.
- **Product consistency** – All ISG Members sell similar products so that all customers have access to the same high-quality solutions and services.



Installation & Training

- **Certified technicians** – Every ISG Dealer trains and certifies their own technicians in our Partners' best software, hardware and integrated solutions.
- **Onsite & online learning** – The ISG maintains an online training center to educate new sales and service technicians on the latest ISG solutions, industry trends and technologies, and best practices.
- **Customer training** – Your local ISG Member also provides direct software and hardware training to customers for installed solutions.



Buying solutions from your local ISG dealer means that the products are sold and supported by a nationwide network of ID, access and tracking experts. It also means that our products have been tested and approved to meet our rigorous requirements for overall quality, durability and value.



Premium Partners

- **Leading industry brands** – Over 35 leading manufacturers have partnered with the ISG to provide their products to our comprehensive ID, access and tracking solutions portfolio.
- **OEM products** – The ISG even rebrands some of our more popular Partner solutions for dedicated pricing and premium support.

Custom Solutions



- **Software development** – Some ISG Members develop their own customized client ID, tracking and access software, but all can provide personalized development options through many of our ISG Partners.
- **Unique configurations** – In addition to software, your local ISG Dealer can also offer custom hardware components and configurations to build exactly the ID, access or tracking solution you need.



Local Support

- **Fast onsite, online or depot** – Because your ISG Dealer is local to your area, they can deploy their service technicians to your site to ensure minimal downtime and offer even faster online support for urgent inquiries.
- **Maintenance programs** – The ISG can help you create a customized support plan for timely hardware cleaning, regular software updates and more.
- **Local parts inventory** – ISG Members also keep a wide variety of critical replacement parts on hand to avoid shipping delays.



**IDENTIFICATION
SYSTEMS GROUP**

