

FleetManager

Managing field equipment and IT infrastructure with one tool



Today, with the extensive deployment of self-service, automatic and mobile solutions, there is a significant need to manage and monitor all fleet equipment and IT infrastructure that are in use at borders. IDEMIA's FleetManager responds to these challenges by providing support teams and administrators with remote, real-time capabilities to monitor situations and act accordingly.

IDEMIA's **FleetManager** is an **all-in-one, customizable** solution for effectively managing and controlling your fleet of equipment and IT infrastructure that are in use at borders, both fixed and mobile. Resulting from seamless integration of **best-in-class, open-source COTS***, it is perfectly suited to monitor touchpoints such as kiosks and eGates, and IT infrastructure such as operating systems and applications. Field proven, it supports **real-time alerts** and **operational reporting**. **The user interface** also allows configuration management, supervision/monitoring and administration functionalities to optimize operations.

*COTS: Commercial-Off-The-Shelf



IDEMIA, your #1 partner to manage your fleet

Serving **more than 30 governments** and **more than 60 airports** worldwide, IDEMIA has in-depth knowledge of border control and the travel industry. Our goal is to help you meet your requirements and timelines in compliance with local and international regulations. We have **field-proven expertise** in developing

and integrating a fully scalable suite of interoperable products and systems to help you design and implement solutions that adhere to privacy requirements. With all the necessary **resources** and **expertise in-house**, we provide a **wide array of professional services** to give you **continuous support** throughout the project lifecycle.

Benefits



User-centric

- > Single portal to manage the fleet of equipment and IT infrastructure
- > Limited training required



Easy to integrate

- > Easy to connect to existing IT infrastructure
- > Standard protocols
- > Simple onboarding



Optimized operations

- > A single solution for fixed and mobile fleets of equipment
- > Embedded management of licenses
- > Integrated auto-discovery capability



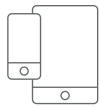
Built-in flexibility

- > Customizable level of detail
- > Adaptable data display
- > Customizable feature activation



Comprehensive solution to monitor equipment and IT infrastructure

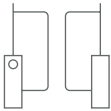
FIELD EQUIPMENT



- › Monitoring the status of: CPU usage, operating systems, antivirus software, memory, applications and services, etc.



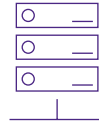
- › Monitoring and auto-discovering configuration of hardware and software



- › Conducting remote actions such as: restart, clean temporary files, patch deployment, configuration update

- › Managing of versions and certificates

IT INFRASTRUCTURE



- › Monitoring central infrastructure including network, security, computing and storage, on premises or in the cloud



- › Compliant with most standard protocols for easy equipment integration



- › Virtualization and containerization monitoring (Kubernetes compliant)

- › Managing configuration and deploying patches and new versions

- › Log collection and parsing for advanced diagnosis needs

Additional benefits of FleetManager

USER-CENTRIC

- › **Single portal** to conduct all main functions
- › **Easy management** of heterogeneous fleet (kiosks, gates, tablets, smartphones, counter, etc.) with different profiles adapted to each item of equipment
- › **Auto-discovery** to continuously keep the fleet up to date
- › **Synthetic/split overview** of equipment: ability to define smaller group of touchpoints (e.g. per site or type)
- › **Real-time alerts** of failures and malfunctions with adjustable thresholds
- › **Drill down approach**: operators can react instantaneously based on the large sets of logs and data
- › **Close follow up**: the inventory of assets is kept up to date to identify changes
- › **Easy geo-localization** of the fleet with integrated maps (optional)

EASY TO INTEGRATE

- › **Standards protocols** (SNMP, JMX, TCP SYN, WMI, etc.) to easily add existing equipment
- › **Easy to connect** to third-party equipment and IT infrastructure
- › **Compatible** with **fixed** and **mobile** solutions
- › **Centralized or decentralized** architecture
- › Real-time **interaction** with the fleet

OPTIMIZED OPERATIONS

- › **Best-in-class COTS**: selected to be a leader of its specific domain of usage in order to ease administrators' tasks
- › **Effective measurement** of the overall status of the fleet and **easy location** of faulty equipment/IT infrastructure
- › **Easy installation** of the software on each device, including configuration files and certificate updates
- › **Efficient administration**: localization of the fleet, deployed

configuration, profiles and parameters

- › **Embedded management of licenses**: administrators trace actual use and compute accurate costs
- › **Higher throughput**: reduced queues when using field equipment
- › **Pre-defined set** of probes and dashboards
- › **Comprehensive** logs, metrics collection and storage
- › **Ready for analytics**: integrates latest technologies for big data
- › **Ready for business reporting** reducing the technological footprint of your system

BUILT-IN FLEXIBILITY

- › **Easy customization** to address specific needs at deployment sites including air, land and sea
- › **Customized data display**: easy filtering functions for quick decision making, helping users to prioritize tasks