

# Nexus GO Cards

## Service Description

## Contents

1 About Nexus .....	3
1.1 Nexus GO digital services .....	3
2 Nexus GO Cards – Service overview .....	4
2.1 Key benefits of the service .....	4
2.2 High level description of the service .....	4
3 Nexus GO Cards - functions.....	6
3.1 Supported encoding methods .....	6
3.2 Visual security features .....	6
3.3 Card Management Portal.....	6
3.3.1 Order a card .....	7
3.3.2 Accessories .....	7
3.3.3 Self-service function .....	8
3.3.4 Manage orders .....	8
3.3.5 Card data report .....	8
3.3.6 Delivery addresses .....	9
3.3.7 User roles .....	9
3.3.8 Instant Issuing .....	9
3.4 GO Cards Integrations .....	9
3.4.1 Federated login .....	9
3.4.2 Microsoft Azure Active Directory .....	10
3.4.3 GO Cards ordering API .....	10
3.5 Customer onboarding .....	10
3.6 GO Cards inhouse design center .....	11
3.7 Nexus Personalization Centers .....	11
3.7.1 Services .....	11
3.7.2 Capacity .....	12
3.7.3 Shipping .....	12
4 Procurement conditions.....	13
4.1 Pricing .....	13
4.2 Support .....	13
4.3 Terms and conditions.....	13
4.4 SLA .....	13

## 1 About Nexus

Nexus Group is an established and innovative software product company, developing identity and security solutions for more than 30 years.

Our technology helps organizations digitize their operations in a secure way by enabling e-commerce and online banking, as well as e-services in the public sector.

Our solutions include managing physical and digital access, securing access control, provisioning access cards, and protecting communication between things. Essentially, Nexus is an expert for digital certificates and trust solutions.

The very basis of all security, both physical and digital, is the creation, management, and use of trusted digital identities. We have enabled trusted identities for people, software, and devices since 1984, and today our technology is relied upon by many organizations and more than 100 million end users around the world.

Nexus secures society by enabling trusted identities for people and things. Our customers are mainly large organizations in industry, finance, telecom, public sector, and defense.

Nexus Group's headquarter is in Stockholm, Sweden. We are 300 employees across 15 offices in Europe, India, and the US, and we have a global partner network. Nexus Group is part of the French IN Groupe.

### 1.1 Nexus GO digital services

Under the brand 'Nexus GO', Nexus provides standard shared services for physical IDs, digital identification and certificate management for corporate IT, telecommunication infrastructure and IoT. The services are based on Nexus standard products and are operated by Nexus according to DevOps method.

## 2 Nexus GO Cards – Service overview

### 2.1 Key benefits of the service

**Convenient**

Log in and order your uniquely configured cards, key fobs, and accessories with a few clicks.

**Reliable**

The credentials you order arrive on time and with the right configuration.

**Cost-effective**

No need to pay for onsite printer hardware, qualified staff, or maintenance.

**Mobile**

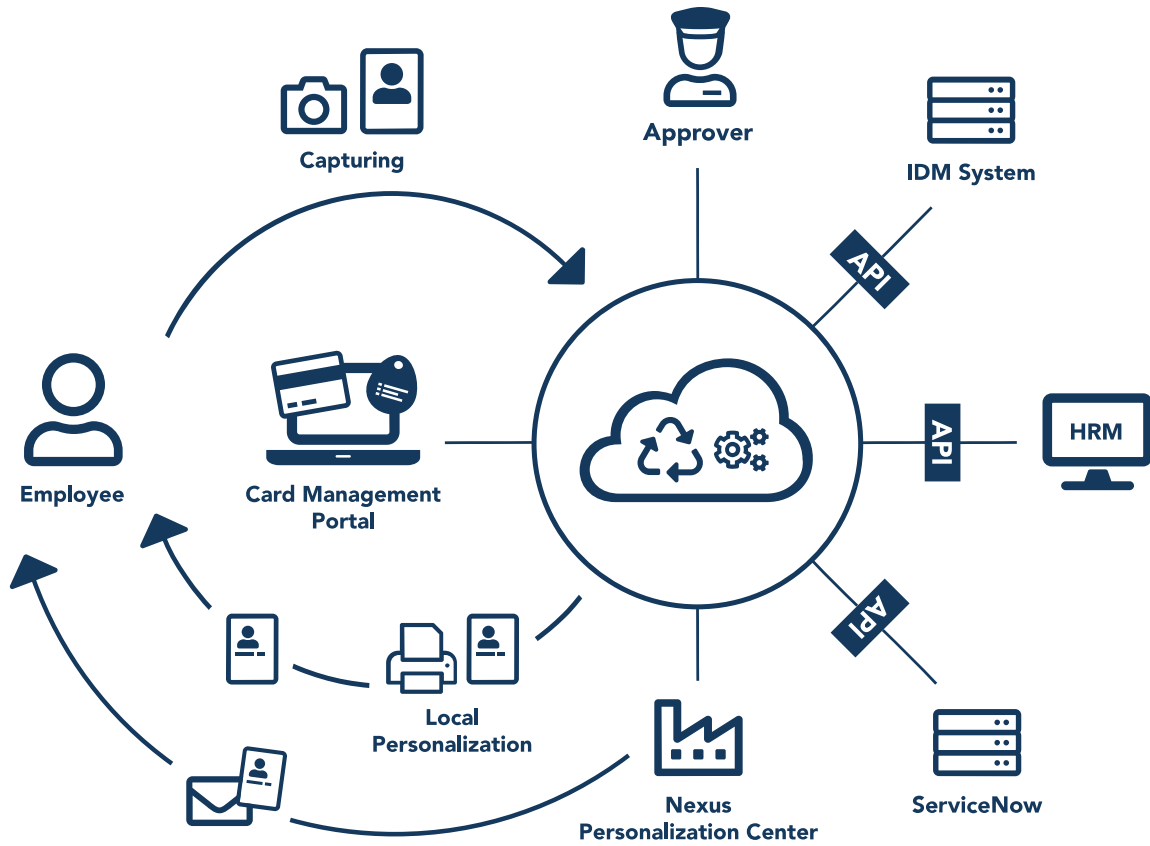
Order via the mobile phone or online from any computer.

### 2.2 High level description of the service

Nexus GO Cards is a flexible and secure solution that lets the customer’s organization choose how to order cards and accessories. Whether using our smooth and easy online portal, or integrating an existing system, ordering, tracking, and reporting have never been more convenient.

Nexus GO Cards is hosted and built on Microsoft Azure™, and it takes advantage of their proven technologies for high level security, speed, and productivity.

Term	Description
Card Management Portal	The card management portal is the center of the GO Cards workflow. It is easy to use, and you can additionally include self-service possibilities for photo capturing.
Approver	The approver of a new card uses the portal for administration.
API	GO Cards REST API enables integration of the order process and report functionality of card data with external systems such as HR system, identity manager system or access control system.
Nexus Personalization Center	Once all pre-determined requirements are met and approvals are given, cards are printed at one of Nexus’ and IN Groupe’s secure personalization centers.
Instant issuing	Print the cards locally on a card printer at the customer’s premises, as an alternative to order the cards from Nexus.
Capturing/Self-Service function	Main end-user interface where the end user can perform certain tasks such as adding personal information and uploading a photo.



**Figure 1:** Overview of the GO Cards service components

## 3 Nexus GO Cards - functions

### 3.1 Supported encoding methods

The following card encoding methods are supported by Nexus Card SDK, which is the printer engine used by Nexus GO Cards:

#### RFID

- LEGIC (prime, advant)
- LEGIC Hybrid + CTC (prime+advant)
- MIFARE Classic (1K, 4K)
- MIFARE DESFire EV1 (optionally with SAM AV1/AV2)
- MIFARE DESFire EV2 (optionally with SAM AV3)
- HITAG 1/2/S
- Proxif
- HID Prox (read only)
- EM (read only)
- UHF EPC Gen2
- iCode SLI

#### Others

- Magnetic Stripes (all ISO tracks)

### 3.2 Visual security features

Available visual security features which can be added to a card.

#### Security foil

Security foil is a security feature that is easy to recognize and suitable for product authentication. It enables flexible designs by combining various metallic effects with color shifts and dynamic motives. The security foil can be combined with all the other security features.

If a customer is going to use [instant issuing](#), the cards must be prepared with the security foil before printing.

#### Ultraviolet (UV) print

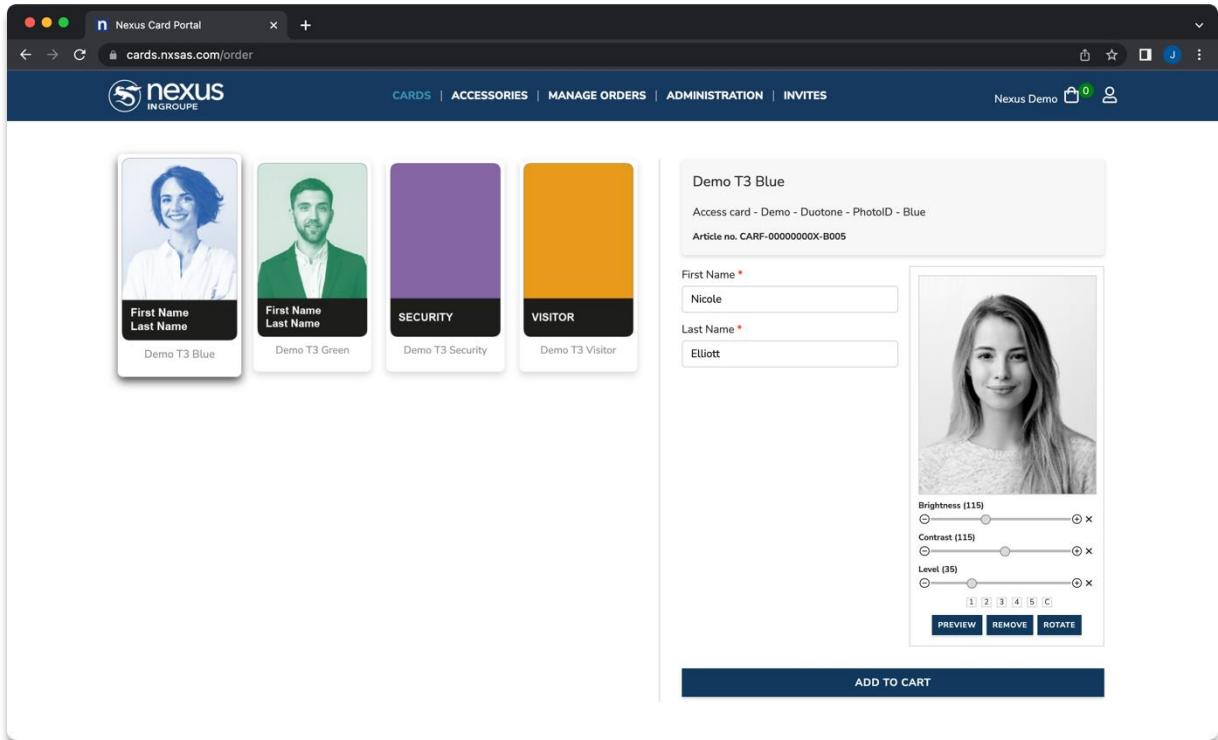
The UV print is only visible when using a UV light source. It can contain photos, logos, text, or symbols.

### 3.3 Card Management Portal

Use the Nexus GO Cards management portal for ordering ready-to-use cards, key fobs, and accessories. User Interfaces are provided in English, French and Swedish.

### 3.3.1 Order a card

Use the **Cards** tab to order cards. The organization's pre-configured cards are shown. Nexus can fully customize the customer's card and add [Visual security features](#). The customer can preview cards, add information to be on the card, upload and edit an image.

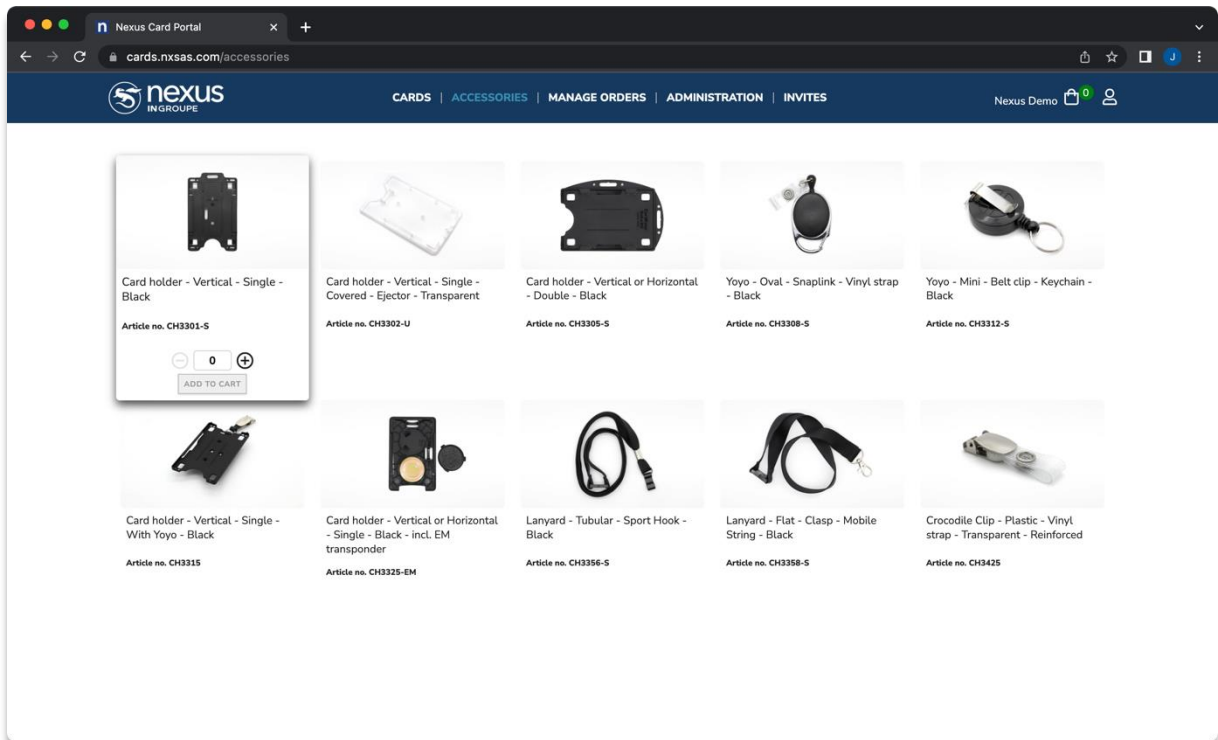


**Figure 2:** Order a card

### 3.3.2 Accessories

Use the **Accessories** tab to order standard or customized accessories from Nexus' high-quality assortment:

- Lanyards (can be customized with customer's logo)
- Yoyo (can be customized with customer's logo)
- Card holder
- Clip
- Plastic pocket



**Figure 2:** Order accessories

### 3.3.3 Self-service function

With the additional self-service function, the customer can send an email to one or more employees to invite them to add information for a specified card layout and potentially upload a photo by themselves. This function is found under the **Invites** tab.

The employee receives an email with a personal link. The link takes the recipient to a web page where information corresponding to the layout can be added, and a photo can either be uploaded or taken. The photo can be adjusted directly on the web page and after that the invitation is confirmed.

The orderer/inviter can follow the information in the portal and see when there is a card ready to be approved. Reminders can be sent if an employee has not yet filled in the card information or lost the invitation.

### 3.3.4 Manage orders

In the **Manage orders** tab, customers can see the order history and search for orders.

### 3.3.5 Card data report

After a card has been personalized or activated, a report can be created with the card data, including readouts.

The report can, for example, be used for import into existing physical access systems when activating the cards. The report is created as a generic CSV or ARX xml file and can be downloaded directly



from the Nexus GO Cards management portal. The content of the report file is specified as part of the onboarding process.

The **Reports** function is found under the **Administration** tab.

### 3.3.6 Delivery addresses

In the **Administration** tab, customers can add and delete delivery addresses and manage users.

### 3.3.7 User roles

There are three roles as part of the standard setup:

- **Administrator**, has all privileges in the Nexus GO Cards management portal, except to use instant issuing, where the Production role needs to be assigned.
- **Orderer**, can order cards in the Nexus GO Cards management portal. This role can be combined with the Production role.
- **Production**, can use instant issuing to print cards locally. This role is added to the role Orderer or Administrator.

### 3.3.8 Instant Issuing

If customers have this additional function in the Nexus GO Cards management portal, they can select to print the cards locally, on a card printer at their premises, as an alternative to order the cards from Nexus.

The functionality will be available with the **Print now** button in parallel with **Add to cart** when they order their cards. They manage printing and the printers under the **Printing** tab.

Supported printers can be found here: [Supported card printers in Card SDK with integrated encoding](#)

Recommended card printer can be found here: [Nexus GO Cards encoding methods and card printers](#)

## 3.4 GO Cards Integrations

### 3.4.1 Federated login

Federated login is used for Single Sign-On and ordering support.

Nexus GO Cards supports OpenID Connect and Azure AD login. The configuration of Federated login is done in **OIDC** under the **Administration** tab.

Nexus GO Cards uses groups in the OpenID Connect userinfo response to assign the user's roles in the Nexus GO Cards management portal. The roles are assigned to the user based on the mapping in the OIDC configuration.

### 3.4.2 Microsoft Azure Active Directory

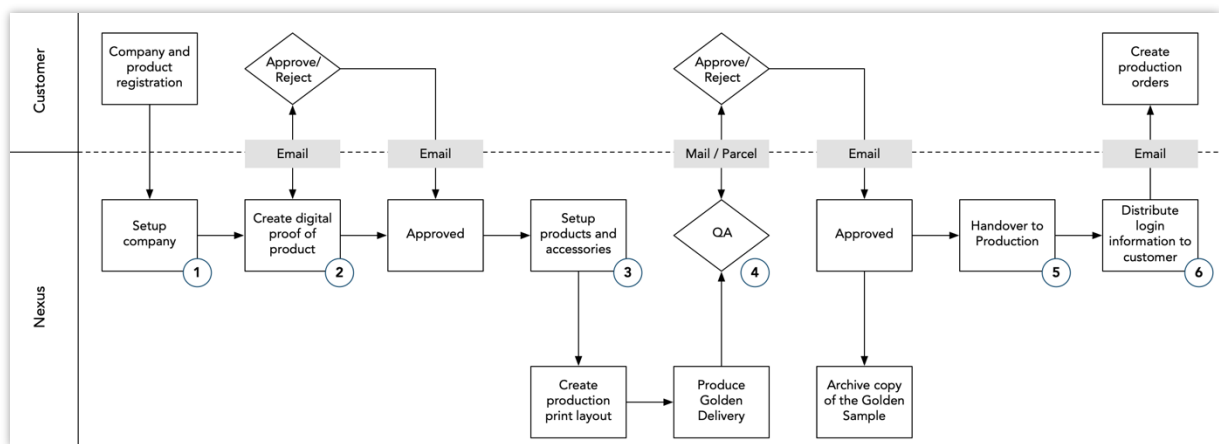
Nexus GO Cards support connection to Microsoft Azure Active Directory and enable the population of a card order with data from the customer's AD.

The customer can then search for the person who shall have a card issued and proceed with [Ordering a card](#) or [Send invitation](#) to let the person complete with information and photo.

### 3.4.3 GO Cards ordering API

With the Nexus Card ordering API, customers can build in card ordering functions into their own application. Read more here: [Card ordering API](#).

## 3.5 Customer onboarding



1. Nexus sets up the customer's company and the agreed products in the Nexus GO Cards service.
2. Nexus creates a suggestion for design of the products, for example, colors, fonts, and visual security features. A digital proof of product is created and sent to the customer for approval.
3. When the digital proof of product has been approved, Nexus sets up the products and accessories according to the approved design. A production print layout of the card is created, and a Golden Delivery is produced. The Golden Delivery is a complete production delivery that includes the product (Golden Sample) and any carriers and delivery notes, exactly as a complete delivery would look.
4. The Golden Delivery with the Golden Sample of the products is delivered to the customer for evaluation and approval. There is a discussion between the customer and Nexus, and once the production sample is approved by the customer a copy of the Golden Sample is archived by Nexus.
5. The information is handed over to the production department at Nexus.
6. Login information to Nexus GO Cards management portal is sent to the customer and the customer can start to create card orders.

### 3.6 GO Cards inhouse design center

Nexus inhouse design center can help out to tailor the look of products to harmonize with client branding.

Many of Nexus' products can be customized with color, print, fonts, and security features. The customization process can vary, but typically information and materials provided by the customer will be used to make one or several digital design proofs, which the customer then is welcome to review and modify.

Products that can be customized range from cards, carriers, key fobs, lanyards, and yoyos to security features like printed security foil, micro text and meta laminate patterns.

### 3.7 Nexus Personalization Centers

Once all pre-determined requirements are met and approvals are given, cards are printed at one of Nexus secure personalization centers:

- Stockholm, Sweden
- Douai, France
- Düsseldorf, Germany

#### 3.7.1 Services

Solutions in use per site

Personalization	Stockholm	Douai
Re-Transfer Printing (Full Color)	X	X
DTC Printing (Monochrome)	X	-
Inline lamination of Card	X	X
Laser Engraving of Key fob	-	-
Accessories	X	X

Security Features	Stockholm	Douai
Preparation of Meta Laminate	X	-
Printing of Security Foil	X	-

Encoding	Stockholm	Douai
Contact Chip	X	-
EM4305 Emulate EM4200 (manual)	X	-
EM4450 ENCODE (manual)	X	-
iClass PACS	X	-
iCode	X	-
Legic	X	-
Magnetic Stripe	X	X

MIFARE Classic/DESFire	X	X
Temic ATA5577 Emulate HID PROX (manual)	X	-
Temic ATA5577 Emulate EM4200	X	-

Readouts	Stockholm	Douai
Electro Marine (EM)	X	-
HID Prox	X	-
Legic CSN	X	-
SEOS PACS (manual)	X	-

### 3.7.2 Capacity

Maximum hardware-capacity per site

	Stockholm	Douai
Full color printing	480 cards per hour	40 cards per hour
Monochrome printing	9000 cards per hour	-

### 3.7.3 Shipping

Nexus ship all over the world and use express courier, such as UPS, DHL, and La Poste.

## 4 Procurement conditions

### 4.1 Pricing

The service pricing is divided into three price items as described below. For pricing figures please refer to Nexus pricelist “Nexus Go Workforce” or in the corresponding solution proposal.

Price Item	Description	General invoice terms
Service set-up fee	One-time fee covering the onboarding process previously described in this document	One-time fee
Service base fee	Monthly fee to cover infrastructure, operation, and surveillance	Quarterly in advance starting from service activation
Product fee	Fee per delivered product (card, accessory)	Continuously or monthly

### 4.2 Support

Support is provided by Nexus support organization to partners and end-users.

### 4.3 Terms and conditions

Appendix 1 - [Terms and conditions for Nexus GO Cards](#)

### 4.4 SLA

Appendix 2 - [Terms and Conditions for Software as a Service \(SaaS\)](#)