State Correctional Facility Enhances ID Card Program with CD800 Printer

Challenge

A major correctional facility needed to replace its aging ID card printer, streamline the ID printing process, and implement a cost-effective laminating solution.

Solution

The facility selected the Entrust CD800 Direct-to-Card Printer with Card Lamination Module.

Results

- Unique tactile impression personalization feature helps prevent counterfeiting
- Inspectors can more easily verify validity of cards
- New system makes printing cards more affordable

PARTNER PROFILE

Since 1999, IdentiSys Inc. has been providing complete identification, security, and tracking solutions. The Eden Prairie, Minnesota, company is North America's largest supplier of security, ID, and card solutions to end-users and is a highly valued partner for Entrust. Because of their experience navigating the complexities of government environments, IdentiSys partnered with Entrust to implement an impressive identity program for a state Department of Corrections.

Objectives

- Heighten security at correctional facility
- Implement reliable ID card printer and laminating solution
- Reduce ID program costs

Technology and Services

- Entrust CD800 Direct-to-Card ID Printer with Card Lamination Module
- Printer service contract

Learn more about the CD800 Printer at entrust.com

THE TRANSFORMATION

Tactile impression lowers cost of issuing high-security IDs

Tight security is one of the highest priorities at a government agency. Everyone needs to be accounted for, including employees, contractors, and allied agencies. So, when a major state correctional facility's aging ID card printer – which would no longer be supported by the manufacturer – started breaking down, finding a replacement moved to the top of its to-do list.

But not just any replacement or a like-for-like solution. It was time to explore new, more reliable ID card printing and laminating options that reduced costs and enhanced security.

The facility's previous process involved printing ID cards, then adding a custom laminate with the Department of Corrections logo on it to make the card more difficult to alter or counterfeit. But doing so was expensive because the facility had to buy custom rolls of laminate in bulk to keep it in stock. The facility turned to IdentiSys Inc., a longtime Entrust partner, for a more affordable solution that heightened security for the various institutions that rely on it to provide ID cards.

IdentiSys Inc. brought a variety of ID card printing and laminating solutions to the table and ultimately, the facility's human resources department decided to purchase the Entrust CD800 Direct-to-Card ID Printer with Card Lamination Module. The solutions from Entrust came highly recommended by other state government agencies presiding over transportation, judicial, justice, and homeland security that rely on Entrust systems to issue ID cards. The facility also purchased a service contract to keep its system running smoothly.

The CD800 system was a win-win for the facility. It was the most affordable option and provided a unique tactile impression personalization feature unavailable with other solutions. This feature creates an impression on the card that physically alters the substrate and overlay to help prevent counterfeiting.

It's a simple, economical way to enhance card security because the tactile impression can be easily seen and felt.

"They really liked that you can physically feel the tactile impression" said the IdentiSys Sales Rep. "The correctional facility has about 14 different institutions that they supply ID cards to, and the tactile impression makes it easier for inspectors to authenticate and verify the validity of the card."

The facility had the option of choosing from a set of standard tactile impression designs or creating custom designs. Since each institution it serves needed its own unique card, the facility opted for custom tactile impression designs for each group. The design process added extra time for implementation, but in the end, the affordability of the system and its new inline process was worth the wait.

> « **The stakeholders love it because it helps prevent production of fraudulent cards for things like gun licenses.** »
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> Spokesperson from state correctional facility

MEASURES OF SUCCESS

High-security cards stand out

Now, blank cardstock with the facility's logo is fed through the printer for personalization and an overlay with the tactile impression and a custom hologram is applied inline.

To enroll, cardholders visit the organization in person, fill out a request form, and the form is then sent to the facility for processing. The facility then produces cards once a week, issuing on average between 60 to 80 cards that are mailed to organizations across the state.

The cards issued by the facility are used primarily for identification purposes. There is a bar code on the back of the cards that some institutions now use for access control and the corporate office may soon follow suit. However, most organizations' buildings are older and currently lack the technology infrastructure to read cards.

Feedback from cardholders has been positive. They've taken notice of the "cool" tactile impression feature that gives their card a distinctive look and feel.

"The stakeholders love it because it helps prevent production of fraudulent cards for things like gun licenses," said a spokesperson from the correctional facility. "Previously, they confiscated a printer from an individual's house who was producing fraudulent cards."

Learn more at
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Global Headquarters
1187 Park Place, Minneapolis, MN 55379

U.S. Toll-Free Phone: 888 690 2424
International Phone: +1 952 933 1223