



Fieldprint Reduces Overhead on Badging Services

ZEBRA VIRTUAL PRINTWARE TAKES THE BURDEN OFF IT

More than 100 years ago, scientists noticed that no two people have the exact same fingerprints. Today, fingerprints are used widely for personal identification. Many industries are required by law to perform fingerprint-based background checks, including banking, insurance, securities, healthcare and teaching.

Hundreds of organizations turn to Fieldprint to assist with collecting prints from their current and prospective employees. With 1,000 locations across the United States and Puerto Rico, Fieldprint is a leading provider of fingerprinting and related services.

Challenge

Fieldprint offers complete electronic outsourcing of the fingerprinting process from collection through transmission to states and/or the Federal Bureau of Investigation (FBI). When organizations engage Fieldprint, it's a simple process for them

and their employees. To add convenience for clients and a revenue stream for the company, Fieldprint recently added employee photos and badging to its services.

"We're trying to be more of a one-stop shop to make the process simpler for our clients, and their employees and vendors," said Kevin Focht, software engineer at Fieldprint.

But when Fieldprint began offering badging services, the company had to write code to create badges for each client — a cumbersome process that consumed expensive IT resources.

"It took a couple of days of coding to create a new badge design, which wasn't a good business model," Focht said. "Profitability was the biggest concern with the IT resources it was requiring. We needed a simple, easy process to ramp up each new client with badging."

SUMMARY



Customer
Fieldprint

Industry
Fingerprinting

Challenge

When Fieldprint added badging services, hand-coding the design for each client consumed expensive IT resources.

Solution

Fieldprint simplifies badge printing and keeps costs down with Zebra ZXP Series 7 card printers and the Zebra® Virtual PrintWare™ Suite.

Results

- Operations staff easily design new badges, instead of IT team members.
- Badge design went from two days per badge to less than two hours, at most.
- Less manpower to create badges means a more profitable service for Fieldprint.

Solution

Fieldprint found a solution in the Zebra® Virtual PrintWare™ Suite from Zebra Technologies. Used with Zebra's ZXP Series 7 card printers, PrintWare allows Fieldprint to design and print badges rapidly.

"We knew how we wanted badge printing to work, and the printers and PrintWare Suite fit perfectly," Focht said. "We really liked that Zebra had a CardStudio-based GUI (graphical user interface) that we could give to our operations people so they could design badges without IT support. When we get a new client, they run with it."

With CardStudio Template Designer, Fieldprint simply drags and drops the pieces to create the badge design for each client — instead of coding. The ability to build badges more quickly adds up, especially with most clients needing more than one badge for their various employees. In the case of school districts, students, employees and vendors each have different types of badges.

PrintManager gives FieldPrint XML-based template printing, enabling card printing from any application or operating system. PrintManager integrates directly into their main business system, called "Hank." Previously, they had to maintain a separate application to build badges.

When clients receive fingerprinting results for an employee, they simply go online to request the badge. While all 1,000 locations

handle fingerprinting and photos, Fieldprint centralizes design and printing of all badges at its headquarters in Marlton, New Jersey.

With the PrintMonitor part of the suite, Fieldprint can view printer status, configure networked printers and maximize performance from a single console.

Results

So far, a number of school districts have signed on for the service, giving them fingerprinting, photos and badging from one provider.

"Clients thoroughly enjoy our new badging service," Focht said. "They go to our website and request the badge and we handle it from there. We're taking a couple of steps off their plate."

With the ease of using Zebra PrintWare, Fieldprint transitioned badge creation from its IT team to operations staff. Before, IT staffers spent a couple of days coding to design badges. Now, operations staff members create three to four badges in one day.

Ultimately, Fieldprint spends less manpower on badges, leaving more profit from the new badging service.

Through rollout and beyond, Fieldprint knew it could count on Zebra for assistance as needs arose. "Any time we have reached out to the people at Zebra, we've gotten answers to our questions — quickly," Focht said. "They know their stuff."

"It was a very involved process of coding and printing to see what badges look like. Now it's 'what-you-see-is-what-you-get.' You get the badge right on the first run, so there's no card waste."

Kevin Focht,
Software
Engineer

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