



Leading service provider improves ID issuance process with cloud-based Entrust Adaptive Issuance™ Instant ID as a Service

Challenge

A Colombia-based utilities provider had been using desktop printers with locally installed issuance software to issue ID cards on-site and in person to employees and contractors. However, COVID-19 introduced new challenges and restrictions. This customer needed a solution that enabled them to enroll employees and contractors remotely, then print badges centrally at their office using their current printers – from any device connected to the internet and from any location, without having to invest in additional infrastructure.

Solution

The company used their existing CD800 Direct-to-Card Printer with Card Lamination Module and added Adaptive Issuance™ Instant ID as a Service.

Results

- Freedom of the cloud creates maximum improvement in ID card delivery with minimal increase in costs
- Using any device connected to the internet to design cards, enroll employees and contractors, and print has created a more efficient process that is easier, faster, and more convenient for all involved
- Greater flexibility in card design and delivery allows employees to work from home and return printers to the workplace, resulting in fewer people on-site during the pandemic

« The flexibility to design credentials, capture information easily, and print on any kind of architecture – all from a browser – is an incredible advancement in card issuance. »

Senior Manager of Software Products





Veriddica Case Study

CUSTOMER PROFILE

A water, electricity, internet, and telephone utilities provider, this Colombia-based company was established in 1955. It has 8,000 employees and a large number of contractors who develop infrastructure and install services on customer sites.

Objectives

Ultimately, this organization needed to find a more flexible way to enroll employees and contractors and print their ID badges.

- Utilize current printers without investing in additional infrastructure
- Find a more flexible way to deliver ID cards to employees and contractors
- Expand their specialized ID badge department, and their ability to print ID cards, beyond the office walls
- Fewer in-person interactions

Technology

- Adaptive Issuance as a Service Software
- CD800 Direct-to-Card Printer with Card Lamination Module with customized tactile feature

THE TRANSFORMATION

Accessing the power – and freedom – of the cloud

Going from a constrained, localized process that required people to be on-site to print and deliver ID cards to employees and contractors, to one that allows issuance of IDs remotely, in the cloud, was a game changer for this customer.

Driven by the need to work remotely, the company strategically distributed its fleet of four printers among its employees, then enrolled them as users to design and manage the issuance of credentials. This allowed the users to log in to the cloud solution from anywhere in the country, design credentials, enroll employees and contractors, and print credentials – all from a mobile device or a personal computer.

The Entrust advantage

The concept of how to issue an ID card hasn't changed in many years, if ever. Until now. Entrust's strong understanding of the ID card marketplace has enabled us to introduce cloud-based solutions that make remote printing not only possible, but simple, efficient, and cost-effective. What's more, we continue adding features and functionality to our cloud solutions.

Learn more

Learn more about our [ID card printing solutions](#) at [entrust.com](#).



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