



## FIS improves production time and reduces card stock.

**CHALLENGE:** FIS was experiencing an increased number of card rejects due to dust and debris buildup in its card personalization system. It was looking for a solution that would improve card cleaning and reduce the amount of time spent assuring image quality.

**SOLUTION:** Entrust provided FIS with a beta version of the DATACARD® Artista® VHD Retransfer Color Printing Module Gen 2, which included the detection monitor option. The Artista VHD Module Gen 2 is a high-resolution color printing module for use on the DATACARD® MX6100™ Card Issuance System. The new module includes integrated card cleaning and an enhanced monitoring system to assure quality card output.

**RESULTS:** After implementing the Artista VHD Module Gen 2 with detection monitor, FIS was able to decrease the amount of time operators spent scrutinizing cards for image errors, thereby improving production time and reducing card stock and supply waste.

### CUSTOMER PROFILE: FIS

FIS is the world's largest global provider dedicated to financial technology solutions. FIS empowers the financial world with software, services, consulting, and outsourcing solutions focused on retail and institutional banking, payments, asset and wealth management, risk and compliance, trade enablement, transaction processing, and record-keeping. The worldwide FIS team is passionate about moving their clients' business forward.

**“The Artista® VHD Module Gen 2 with the detection monitor has helped us standardize our process and has allowed our operators to be more proactive in catching potential issues.”**

- Dennis Moore  
FIS Operations Support Manager





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### **Increased efficiency — decreased manual operator involvement**

In order to empower the financial world, FIS required a card production system that produced cards to arm its end clients for success. With its previous card personalization system, FIS operators were experiencing a higher than desired error rate. With no system monitoring capability, operators lost valuable production time manually inspecting cards. High efficiency rates with low operator involvement is critical for FIS, as it prints more than 110 million cards each year.

### **A print solution to meet internal needs as well as those of the client**

By implementing the Artista VHD Module Gen 2, operators enjoyed the added value of the new module design and the integrated card cleaning system. In an effort to ensure downstream cleanliness, each card is processed through a cleaning station before the retransfer print engine and then the card is cleaned a second time after the image is adhered to the card's surface. The Artista VHD Module Gen 2 system cleaning features allow the operation team to rely on the detection monitor to auto detect dust and debris, as well as system reminders for routine system cleaning. When cleaning or maintenance is needed, the redesigned card path allows for easy access to the vital cleaning areas and to ensure simplified print engine upkeep.

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The detection monitor, an optional add-on to the Artista VHD Module Gen 2, offers customizable warning levels for pixel out or partial image transfer errors. Additionally, it provides the operator with the ability to set quality sensitivity levels that meet the individual needs of each customer. The warning system monitors the output quality of the print head and the retransfer image performance, freeing the operator from monitoring print performance. “Thanks to the detection monitor, our operators have assurance that the machine will catch issues. It is a good safety net — the number of rejects is very small,” continued Moore. FIS has adopted this proactive method, which removes the need for frequent card sampling — thereby reducing wasted card stock, supplies, and production time necessary to reproduce cards.

By implementing the Artista VHD Module Gen 2 with optional detection monitor, FIS was able to improve operator productivity while seeing a reduction in card spoilage rates. The integrated monitoring and alerts allow operators to make quick adjustments to their print jobs and to create cards that meet or exceed their end client's expectations.



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