



Baldwin County Public Schools Upgrades to eXpress badging® for a Streamlined, Non-Proprietary ID Badge Solution

Executive Summary

In May 2023, Baldwin County Public Schools needed to replace their legacy ID badging system, which included both desktop software and printers. Their key concerns were integrating the new system with various platforms, ensuring cloud-based security, and avoiding proprietary hardware and consumables. After several live demonstrations, eXpress badging® implemented a custom solution using the Veonics® Portal, which automated data entry, improved operational efficiency, and met Baldwin's non-proprietary hardware requirements. The school system now enjoys streamlined ID badge management with eXpress badging® handling their software, hardware, and support needs, all from a single vendor.

Client

Baldwin County Public Schools, Alabama

Challenge

In May 2023, Baldwin County Public Schools' enterprise systems team faced the challenge of replacing their outdated ID badging system. The system's software and printers were no longer meeting their needs. The team sought a solution that could integrate with several internal systems, securely manage badge issuance from the cloud, and avoid being locked into proprietary hardware or consumables. Baldwin County needed a flexible, future-proof system that could scale with their growing needs.

Solution

Baldwin County turned to eXpress badging®, which scheduled multiple live demonstrations to showcase the capabilities of the Veonics® Portal, a cloud-based ID management system. eXpress badging® set up a live instance of the portal customized to Baldwin County's environment, allowing the team to fully explore the software's functionality and user experience.

The most critical feature for Baldwin County was seamless communication between the new badging system and their existing "source of truth" database. eXpress badging® offered both API and SFTP solutions to automate data and photo transfer into Veonics®, eliminating the need for manual data entry. This solution significantly increased the efficiency of Baldwin's Human Resources team, as it automated the process of managing employee badge records.

Additionally, the HR team could easily capture new employee photos within the Veonics® Portal Software which were automatically exported for use across other school systems on a scheduled basis, further enhancing operational efficiency.

Non-Proprietary Hardware

Baldwin County was adamant about avoiding proprietary hardware to prevent being tied to one vendor long-term. eXpress badging® provided a flexible solution, ensuring the Veonics® system could work with any printer on the open market. All printers, laminators, and consumables sold by eXpress badging® were non-proprietary, allowing Baldwin County the option to purchase from any supplier. Confident in their customer service and competitive pricing, eXpress badging® presented several hardware options, enabling Baldwin County to choose the solution that best fit their budget, quality requirements, and printing volume.

Implementation

eXpress badging® delivered the selected printers and supplies to Baldwin County within a week. Remote sessions were scheduled to guide Baldwin's team through the unboxing, setup, and full installation of each new print station—without needing to send a technician on-site.

Results

Once onboarded, Baldwin County began using eXpress badging's support services for both hardware and software. With eXpress badging's responsive customer support team, any issues were addressed within four business hours, ensuring quick resolutions and minimal disruption. This comprehensive support service further solidified eXpress badging® as Baldwin County's go-to vendor for all badge-related needs.

The ease of reordering supplies was another key benefit for Baldwin's HR team. With all components—software, hardware, support, and supplies—managed by one vendor, the entire process became more streamlined and hassle-free.

eXpress badging provided Baldwin County Public Schools with a flexible, non-proprietary ID badging solution that met their integration, security, and operational efficiency needs. The Veonics® Portal cloud-based automation and the ability to use non-proprietary hardware allowed Baldwin to significantly improve their badge management process while avoiding vendor lock-in. Baldwin County continues to rely on eXpress badging® for their ongoing badging requirements, enjoying reliable support and a seamless, efficient system.