

**A long-standing partnership
built on trust, service, and
simplicity.**



**Ascension
Sacred Heart**



4
HOSPITALS

8

TRAUMA CENTERS

1000+
PATIENT BEDS



750+
ID CARDS
MONTHLY



UNLIMITED
SUPPORT

1

TRUSTED
VENDOR

Executive Summary

Sacred Heart Health System is a multi-hospital healthcare organization operating four hospitals, more than 1,000 beds, and eight trauma centers. Their security department produces approximately 750 identification cards each month using our ERP-integrated Veonics Portal SaaS platform while supporting badge issuance and access control across multiple facilities. Having partnered with eXpress badging for more than 20 years, the organization relies on a single trusted provider for badge printers, ID cards, custom-printed badge buddies, parking decal hang tags, custom-printed badge holders, printer supplies, and ongoing support, allowing security leaders to focus on protecting their facilities rather than managing multiple vendors.



THE CHALLENGE

Managing multiple vendors for badging supplies created inefficiencies and increased costs.



THE SOLUTION

Sacred Heart Health Systems partnered with eXpress badging as a true one-stop shop for all badging needs.



THE RESULTS

By consolidating vendors with eXpress badging, Sacred Heart Health System gained a more efficient, reliable badge issuance process.



The Challenge

As Sacred Heart Health System continued to grow, its existing badging process became increasingly inefficient. Before implementing the Veonics Portal, identity management was handled through locally installed software on dedicated PCs, limiting where badges could be issued. The organization needed the flexibility to create and print ID badges from any location with internet access, integrated with their ERP system, making badge issuance faster and more efficient across multiple facilities. At the same time, managing multiple vendors for badging products added unnecessary complexity. Badge buddies and custom holders were purchased from a separate supplier with higher costs, longer lead times, and limited support. Sacred Heart wanted to simplify procurement, reduce administrative effort, and partner with a single trusted provider capable of supporting its entire badging program.

Customer Experience

For Joshua Hughes, Regional Project Manager for Security, the relationship with eXpress badging extends well beyond supplying products. He describes the partnership as **responsive, personal, and built on mutual trust**. Rather than feeling like a typical vendor relationship, eXpress badging has become an **extension of the team** by providing timely support, maintaining open communication, and making personal visits that strengthen collaboration. This customer-first approach has helped create a long-term partnership that continues to evolve alongside Sacred Heart Health System's growing security needs.

The Solution

Sacred Heart Health System consolidated its badging program with eXpress badging, creating a single source for virtually every badge-related product and service. Today, the organization purchases printers, SaaS subscription, RFID cards, badge buddies, parking decal hang tags, badge holders and consumable supplies through one vendor while also receiving technical support and dedicated account management. Directors across the health system have direct access to knowledgeable team members for ordering assistance, troubleshooting, and project planning, creating a simplified process that reduces complexity and improves operational efficiency.



"Everything is personal, streamlined, extremely simple, and easy."

- Joshua Hughes
RPM of Security

A Partnership That Continues to Grow

As part of Ascension, one of the nation's largest healthcare systems, Sacred Heart Health System requires a badging partner capable of supporting a large, evolving organization. For more than 20 years, eXpress badging has served as that trusted partner by delivering reliable products, responsive service, and a commitment to building relationships rather than simply fulfilling orders. From supplying ID cards and badge accessories to providing ongoing support and technical expertise, the partnership has grown into a streamlined, end-to-end badging solution that helps Sacred Heart's security team operate more efficiently. Together, Sacred Heart Health System and eXpress badging continue to demonstrate the value of long-term collaboration built on trust, responsiveness, and a shared commitment to operational excellence.

Ready for your complete solution to badging?



800-909-8602



sales@expressbadging.com