



In partnership with St. Elizabeth Healthcare

Sun Behavioral Health Streamlines On-Site Badge Issuance While Eliminating IT Burden with eXpress badging®

"eXpress badging delivered at every step."

Executive Summary

Sun Behavioral Health's Erlanger Behavioral Health Hospital in Kentucky operates a 192-bed behavioral health facility and employs approximately 400 people. As the organization expanded its outpatient services and continued growing, the hospital needed a badge management solution that could scale while reducing the burden on internal IT.

Today, the facility produces between 200 and 400 employee badges each year using the Veonics Portal, an IDP Smart-51 printer, and eXpressPROX RFID cards supplied by eXpress badging.

The Challenge

Before partnering with eXpress badging, the hospital relied on two separate systems to manage employee identification and building access. Employees carried both an identification badge and a separate key fob for access control, requiring additional administration and management. Badge production was equally restrictive, relying on locally installed software licensed to a single computer, meaning only one designated employee could create badges. The system also suffered from recurring hardware and software issues. Instead of receiving support from their previous vendor, the hospital's internal IT department was left to troubleshoot problems and create workarounds on a regular basis.

The Solution

eXpress badging implemented a complete badge management solution centered around the Veonics Portal and IDP Smart-51 printer. The new system combined employee photo identification and RFID access credentials into a single badge, eliminating the need for separate key fobs while simplifying daily operations.

Because the solution is cloud-based, badge management is no longer limited to one workstation. Staff now have greater flexibility to create badges when and where needed, while batch-printing capabilities further improve efficiency. Most importantly, the hospital now has direct access to knowledgeable badge system specialists whenever assistance is needed.



Customer Experience

Initially, the team approached the transition with some skepticism after previous vendors failed to deliver on promised service. According to Babette Garcia, eXpress badging exceeded expectations throughout the onboarding process. "The promise of service has been promised and failed in the past. eXpress badging delivered at every step."

She also praised both the software and the ongoing support. "The badge system does exactly what we were told it would do. The software makes your life easier. It's powerful, easy to use, and gives us more tools right out of the box."

One of the biggest differences has been the **quality of support**. Instead of relying on internal IT to solve badge system issues, the hospital now works directly with knowledgeable specialists who take ownership of resolving both hardware and software concerns. Every interaction, from customer service to technical support, has been prompt, professional, and solution-oriented. With responses regarding support or ordering usually happening within just 1 hour.



*"No more workarounds.
We now have actual
solutions."*

When asked to summarize the partnership in one word, Babette's response was simple:
"Perfection"

Results at a Glance

- Combined photo ID and access credentials into one badge
- Removed dependence on a single workstation for badge production
- Reduced recurring hardware and software issues
- Simplified badge creation with an intuitive, cloud-based platform
- Reduced workload for the hospital's internal IT department
- Gained responsive technical support from dedicated badging experts

Ready for your complete solution to badging?



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