

CASE STUDY: CASINO

Casino Loyalty Card Issuance



IDP AMERICAS

Background

Reducing Downtime & Enhancing the Player Experience with the SOLID-5100C

A large casino resort needed a reliable solution for issuing and replacing player loyalty cards on demand. With thousands of guests visiting daily, the casino required a card printing system capable of handling high volumes while maintaining fast service and minimizing operational disruptions.



The Challenge

Minimizing Downtime in a 24/7 Gaming Environment

Casinos depend on immediate card issuance to support loyalty programs, rewards systems, and player services. Delays in printing new or replacement cards can negatively impact the guest experience and result in lost revenue opportunities.

The casino needed a solution that could integrate with its existing infrastructure, support high-volume card issuance, and deliver consistent performance around the clock.

The Solution

Upgrading to [SOLID-5100C](#) Series Printers

The casino implemented the IDP SOLID-5100C Open Card Printer to streamline player card issuance and improve operational efficiency. Designed specifically for casino environments, the SOLID-5100C combines fast print and encoding speeds, durable metal-frame construction, and support for a wide range of card technologies. Its open card architecture and XpressKey deployment capabilities simplified installation and ongoing management while helping reduce setup time and maintenance requirements.

The Results

- Faster player card issuance and replacement
- Reduced downtime and operational disruptions
- Improved customer satisfaction & guest experience
- Seamless integration with existing casino systems

The SOLID-5100C helped the casino improve card issuance efficiency while maintaining the speed, reliability, and uptime required in a demanding gaming environment. By reducing wait times and simplifying operations, the casino was able to enhance the player experience while supporting the long-term growth of its loyalty program.