

CASE STUDY: CORPORATE

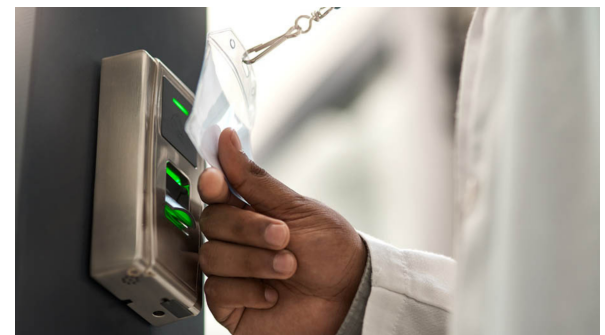
Employee Badge Printing & Technical Support



Background

Maintaining Secure Employee Badging with the [SMART-31](#) ID Card Printer

Employee ID badges are essential for controlling facility access, protecting employees, and maintaining workplace security. To keep daily operations running smoothly, organizations depend on reliable ID card printers backed by responsive technical support that minimizes downtime and keeps credential issuance uninterrupted.



The Challenge

Maintaining Business Continuity After Support Expired

The organization purchased an **IDP SMART-31 ID Card Printer** through a third-party supplier to produce employee ID badges and access credentials. When the supplier's service contract expired, the organization encountered an operational printer issue without access to technical assistance.

Because employee badging was critical to daily security operations, any extended downtime could delay badge issuance, disrupt access control, and create unnecessary challenges for the IT department. The organization needed fast, knowledgeable support to restore printer functionality and maintain uninterrupted credential production.

The Solution

Responsive Technical Support from IDP

Although the printer had not been purchased directly through IDP Americas, the organization contacted IDP's U.S.-based technical support team using the online live chat service.

An experienced support specialist quickly evaluated the issue, identified multiple potential solutions, and worked directly with the organization's IT team to troubleshoot the printer. Drawing on extensive product knowledge and an understanding of secure IT environments, IDP provided clear guidance that helped resolve the issue efficiently while minimizing operational disruption.

The Results

- Restored employee badge printing with minimal downtime

- Resolved technical issues through responsive U.S. based support

- Maintained uninterrupted access control operations

- Established IDP as a trusted long-term technology partner

With assistance from IDP's tech support team, the organization quickly restored its employee badge printing operation without prolonged interruptions. The fast response reduced downtime, allowed the IT department to remain focused on other priorities, and ensured employees continued receiving the credentials needed for secure facility access.

Most importantly, the experience reinforced the organization's confidence in IDP's products and customer support, making IDP a trusted partner for future badge printing and credential issuance needs.