

CASE STUDY: GOVERNMENT

Government Military Credential Issuance



Background

Improving Military Service Card Issuance with the [SMART-51D](#) Dual-Sided ID Card Printer

The Korea Military Manpower Administration is responsible for issuing official identification cards to individuals entering, completing, or participating in military service. These credentials serve as important proof of military status and must be issued accurately, securely, and efficiently while protecting sensitive personal information.



The Challenge

Bringing Military Credential Issuance In-House

Previously, military service cards were produced through an outsourced service provider, resulting in processing delays, limited control over card issuance, and increased opportunities for printing errors. The administration needed a secure, internally managed credential issuance system that would simplify operations while ensuring consistent print quality and protecting confidential citizen data.

The solution also needed to support multiple card designs and accommodate several different military credential programs, each containing unique layouts and personalized information.

The Solution

A Secure Government Card Issuance Platform

The Korea Military Manpower Administration selected the **SMART-51D Dual-Sided ID Card Printer** and **SMART iDesigner (SmartID)** software to create a secure, in-house credential issuance solution.

The integrated platform allowed administrators to design, personalize, and issue four different military service card types while managing cardholder information through a secure internal database. Automatic dual-sided (duplex) printing streamlined production by printing both sides of each credential in a single process, improving efficiency while maintaining exceptional print quality. IDP also provided customized software integration to support the government's existing workflows, helping ensure reliable operation, accurate data management, and secure credential issuance.

The Results

- Transitioned military credential issuance in-house
- Improved printing speed & operational efficiency
- Enhanced protection of sensitive personal info
- Reduced errors via custom software integration

Implementing the **SMART-51D** & **SmartID** software significantly improved the speed, accuracy, and reliability of military credential issuance. Bulk card production capabilities reduced processing time, while customized software integration minimized printing errors and improved image quality.

By bringing credential production in-house, the administration gained greater control over sensitive personal information, simplified day-to-day operations, and created a more efficient working environment for employees. Managers also recognized the long-term value of the solution, citing the printer's durability, dependable performance, and lower total cost of ownership.