

# Case History



## Target

Outsource the issue of university badges not losing control and super vision of the state of the art.

## Market

Education: The University

## Application

Decentralize the issue of university card in self service mode.

## Solution

Multimedia kiosks with workstation complete with badge-issuing printer and web-based software integrated with the university software.

## NO MORE QUEUES AT THE SECRETARIAT WITH KIOSK!

The University of Bologna in September 2019 decided to revolutionize the system of issuing university cards, outsourcing the service to be implemented with self-service workstations.

The Alma Mater Studiorum, the oldest university in the Western world founded in 1088, wanted to set another record and be the most avantgare university with an innovative solutions that would allow students from all the Campuses – Bologna, Cesena, Forlì, Ravenna and Rimini, to collect the university badge on their own campus as well as in any one, during the opening hours of the University freeing itself from the times of the faculty secretariats.

## Targets

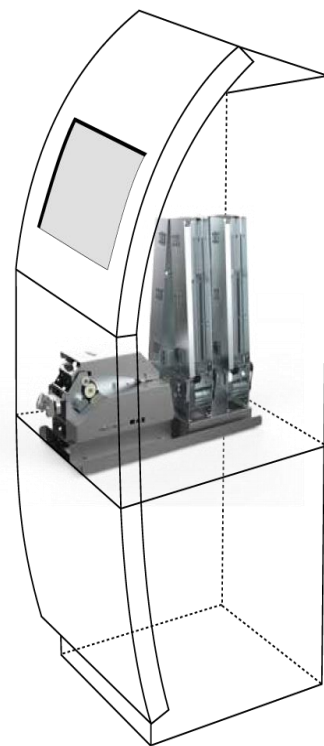
The objectives that the University wanted to achieve were many and related to different aspects:

- Relieve the secretariats of an activity for them demanding
- Improve the student experience
- Eliminate after-sales costs

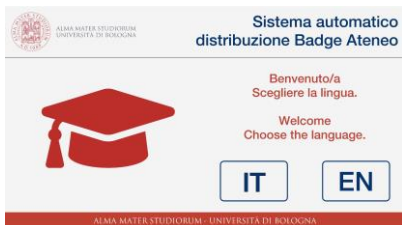
But without losing control of issuance of Cards and continuing to use their software.

## A complete solution

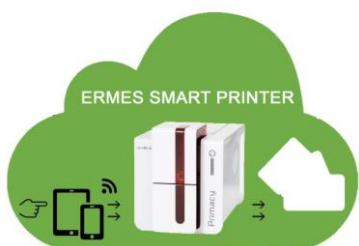
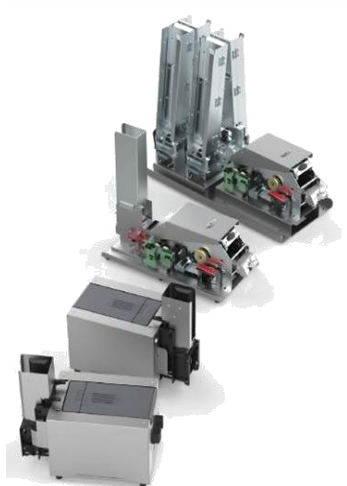
The winning solution stood out from the others for having, in addition to the Evolis KM500 print module, the Ermes smart printer to connect the printer to the internet and the software solution in cloud integrated with the university software!



*«We are very satisfied with the solution adopted, the students were able to collect their badges independently and in all the Alma Mater campuses, without having higher costs or additional workloads of the secretarial staff. And thanks to the software solution the data is always updated in real time.»*



<b>Bertallia1</b> Badge emessi (3/a/m/gg): 97 / 97 / 44 / 7  <b>ONLINE</b> Ultima verifica da Kiosk: 17/09/2019 16:40 Ultimo record: 17/09/2019 16:39
<b>Risorgimento1</b> Badge emessi (3/a/m/gg): 1055 / 1055 / 612 / 100  <b>ONLINE</b> Ultima verifica da Kiosk: 17/09/2019 17:00 Ultimo record: 17/09/2019 16:59
<b>Forlì1</b> Badge emessi (3/a/m/gg): 709 / 709 / 491 / 90  <b>ONLINE</b> Ultima verifica da Kiosk: 17/09/2019 17:00 Ultimo record: 17/09/2019 17:00



## How does it work

The student enrolls either through the UNIBO website or in the secretariat and makes the payment of the fee. He receives a confirmation email and a QR code to be used at the kiosk to collect the badge. He went to the faculty of one of the kiosks in the faculties of Bologna, Ravenna, Rimini, Cesena and Forlì.

It follows the indications of the kiosk display, it makes to read the QR code received to the special reader, the software asks him to confirm his identity and always following the instructions of the print display and collect his university badge!

## Management and control software

The application developed for this solution has a dual role: it interfaces with the University's software and provides timely information on the status of all workstations.

The application, after verifying the data on the QR Code of the student returns as information who went to the kiosk to print the badge and the outcome of the operation.

Thanks to the simple and intuitive dashboard, it is possible to know at any time the status of the workstations and the progress of the inscriptions. The report thus becomes a valid support to the planning of the University.

## Print module

The printing module chosen was Evolis' KM500B for its 500-card loading drawer and a colour ribbon for customising the same number of prints. This high production capacity makes it possible to reduce the number of operations of personnel for the tape change or to fill the loading drawers with pre-printed cards. The print module is built specifically to be housed in a kiosk and simplifies all access operations to consumables.

The integration with the RFID coding module allows in addition to printing also the association of the UID of the card with the student's personal data.

## Ermes Smart Printer module

The Ermes Smart Printer is based on an ARM microprocessor with Linux on board, it is preconfigured in the factory, the only prerequisite is an Ethernet line with internet access via DHCP (dynamic IP configuration protocol).

It is able to check the operating states of the printer such as: card presence, tape presence, lid opening, tape capacity, missing papers for cleaning, total printed cards and firmware update.

**Do you want to create a similar solution? Contact us**



**ermes-online.it**