



Case Study

Bournemouth University



About the organisation

Bournemouth University is in a wonderful location, sandwiched between the UK's newest national park, best beaches and largest natural harbour and has the largest concentration of language schools outside London. The University stretches across two sites, Talbot campus in the North and Lansdowne campus in the centre of Bournemouth town.

The university creates the most stimulating, challenging and rewarding university experience in an excellent learning community by sharing a unique fusion of excellent education, research and professional practice and inspiring students, graduates and staff to enrich the world.

The University have more than 17,000 students of which 1,500 are international students from around 130 countries and it is a powerful player in the economic and cultural life of South West England.

The problem

Bournemouth University has been a long-standing customer of AIT, the university has purchased their ID cards and ID card software from AIT for many years and they use these cards with their SALTO access control system.

These pre-printed cards are supplied with background colour, a phone number and 'if lost' information on the back and the university logo is pre-printed on the front of the card. They are supplied pre-encrypted to work with their door access system and also encoded to enable students to use their ID cards on public transport. The university receives the ID cards like this, which can then be fully personalise by the university and issued directly to students. The issue was that the university was using old card printers, not provided by AIT, to personalise the ID cards and this is where the problems occurred.



“The solution has subsequently proved to deliver exactly what was intended, a streamline and problem free ID card service.”

Over the years, these card printers had become unreliable; they would jam or not print personal details correctly, slowing production down, leading to staff and student frustration, particularly on intake days and during other busy times. The university no longer had confidence in the card printers so decided a new solution was needed.

As AIT had a good relationship with the university, the team at Bournemouth decided to approach them for a discussion on their replacement options.

The solution

As a result of discussions with the team at Bournemouth, AIT recommended the university replace their old card printers with the latest Evolis Primacy printers, which the team at AIT were confident would be the best option to improve Bournemouth's card printing process. These printers would continue to use the university's CardExchange™ card printer software.

The next stage was to implement a free proof of concept trial for a month. The university would be able to test out the Primacy printers and be sure that these met all their requirements. As part of the proof of concept delivery AIT carried out a training session for staff members.

The proof of concept period exceeded the university's expectations and as a result, they purchased nine Evolis Primacy printers. Many of which would be deployed across both of Bournemouth's sites for everyday use and with a few spare printers put to use on intake days and other busy times, it was anticipated that this would work well for the university as the printers are extremely quick and easy to set up and are very reliable. For extra reassurance, AIT engineers would carry out annual preventative maintenance on all the printers to ensure they are ready for those busy periods.

The ease of implementation

The full installation was carried out onsite and remotely which ensured the university was offered the most cost effective installation option. AIT engineers delivered and installed the printers across all campus buildings in one day and the software engineers remotely completed the rest of the deployment shortly afterwards, which including upgrading their CardExchange™ software to the latest version. The installation went well and as Bournemouth's team had already received training as part of the proof of concept, they were up and running very quickly.

The university also benefitted from a generous quantity discount on the printers themselves and this combined with the installation process gave the university a very cost effective solution.

The benefits

Since the original the solution was installed, the university has made some improvements to how they issue ID cards including a pre-registration option. New students can now register their details and upload a photograph before arriving at university and simply collect their ID card during Fresher's week, they can also register on the day if they prefer. This allows the university to manage intake days more efficiently by avoiding long queues for new students. The staff issuing cards benefit as they can manage workloads better to avoid frenetic peaks. Good staff training and preventive maintenance has also contributed to the university's success.

September 2015/2016 intake days went smoothly with no reported problems, which delighted the team who now have confidence in the solution they are using and they would have no hesitation in recommending it to other similar institutions.