

Case Study

Medical Reserve Corps Leverages Portable ID Card System & USB Key to Print Volunteer Badges On-Location



A national network of dedicated volunteers, the Medical Reserve Corps (MRC) strives to increase the health and safety of communities. In the U.S. there are 993 MRC units and almost 208,000 medical and public health professionals who volunteer to make a difference in the lives of others through emergency preparedness and response training, immunizations, flu clinics, sheltering, disaster medical assistance, health screening, and even veterinary support. An affiliate of Partners for a Healthier Community, MRC ensures that every volunteer is issued a clearly visible ID badge to inform the public of their position in the organization.

The Challenge

The Massachusetts branch of the Medical Reserve Corps originally purchased an ID card printer in 2007 for the purpose of issuing volunteer ID badges to their volunteers including physicians, nurses, dentists, pharmacists & public health workers. Representing roughly 203 volunteers in the Massachusetts MRC unit, the organization needed to upgrade its ID card software to make it easier to issue temporary volunteer badges on-location, since volunteers often have to travel to each health event. Deb Revelle, who was in charge of issuing temporary volunteer ID badges, contacted AlphaCard to find out about the best ID card software available to integrate with their current badge printer. It became clear that the MRC needed a portable ID card system to support its multi-site operation at various health events and fairs.

The Solution

AlphaCard ID Suite Standard v.10 software was the clear choice for MRC as it was compatible with virtually any ID card printer, including the Zebra ID badge printer already owned by MRC. The organization was impressed with the customer service and

CUSTOMER



INDUSTRY

- Nonprofit

CARD TYPE

- Volunteer ID Badges

SPECIAL REQUIREMENTS

- On-Location Printing
- Portable Software
- Use Software without Internet Connection
- Use Software on Multiple Laptops Without Needing Multiple Licenses

technical support offered by AlphaCard and knew from the very start of the project that it had chosen the right ID card partner. “I experienced one of the best customer service phone calls I’ve ever had in my life,” Revelle recalls. “You guys walked me through the software, taught me some tricks, and showed me how to use every feature — I learned more from AlphaCard than I have with any technical support rep ever.”

Designed for small to medium-sized organizations, AlphaCard ID Suite Standard v.10 makes it easy to create and print professional ID cards with its multitude of security, design, and database features. The software can connect to Access, Excel and CSV. The software incorporates ID card design, production, and database entry into one simple interface that’s easy to navigate and manipulate as new cardholder information is added or edited.

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After MRC volunteers are checked, trained, and certified, they are added into the database. Revelle spoke about the ease of use, saying “The software makes it easy to integrate, since it doesn’t need an internet connection to work. I can take my laptop to any of the training sessions, get photos of the volunteers, and insert them into the software instantaneously.” The system is completely portable so she can type in the volunteers’ information into the software at each event, such as when they completed training, their name, their volunteer position, evidence that they completed their background check, and other pertinent data.

Deb Revelle was concerned about what would happen when she was away from volunteer events, since she had only purchased a single license edition of the software. She asked, “Who would handle the software if I was gone?” or “I’m not sure what we’d do - am I the only person who would be able to use it?”

SECURE USB KEY ALLOWS MULTIPLE USERS FOR A SINGLE LICENSE

MRC needed an ultra-easy solution that would allow Deb Revelle and her team to always have access to the software, even if she was away with her laptop. Most ID card software requires the purchase of multiple licenses to use on several computers, but MRC didn’t have the budget to purchase additional licenses. As part of

its commitment to helping nonprofits, AlphaCard made the decision to donate a secure USB key to MRC. For organizations that need to share AlphaCard ID Suite between multiple users non-simultaneously, the secure USB key is an easy solution that allows a single license to be shared between multiple computers. This device allows users like Deb Revelle to be away for a day or two without worrying that they’ll be behind on editing or adding volunteer information to the database. It is also ideal for users who travel without their computer, and need to use the software on an alternate computer at their destination.



SECURE USB KEY
WITH ALPHACARD ID SUITE
STANDARD v10 SOFTWARE

Revelle was thrilled: "That's exactly what we needed - something to use on more than one computer in case I'm gone." One of the benefits is that the software's activation key is uploaded onto the USB key, meaning that anyone from the organization can install the software and activate it using the USB key without having to buy additional licenses. All Revelle has to do was email the design template to another person and share the database on the same drive. The USB key provides the ability for the Alphacard ID Suite software to edit the database as well as print cards on their Zebra printer. It allows the software to be used on multiple computers non-simultaneously. "The software and the USB key have just been absolutely great," she said, "It is easier to pass off the USB key than loading up and passing off the computer."

The Results

Since receiving the secure USB key from AlphaCard, MRC has saved a lot of time and frustration with maintaining the volunteer management ID badge system. Revelle said, "I was recently on vacation and there was a volunteer meeting that I could not attend. I just passed off the USB key — it was that easy."

Why AlphaCard

AlphaCard has been a trusted provider of secure ID solutions since 1998 with over 30,000 satisfied customers. Our experts have an average of 5+ years of ID printer experience, and are dedicated to helping you choose & implement the best ID system.

THE ALPHACARD DIFFERENCE:

- Guaranteed best prices & widest selection
- 100% satisfaction guaranteed, backed by the industry's best return policy
- Same day shipping available on orders placed by 4:00 PM PST
- A+ Better Business Bureau (BBB) Rating
- FREE Super Saver Shipping on all orders over \$99 to the lower 48 states

Learn more about how to setup a membership
ID card program for your organization:

Call (877) 232-6799

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