



## Case Study

**HARVEY NICHOLS**  
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### Location:

Harvey Nichols,  
the Knightsbridge Store.

### Solutions Package:

**Hardware:** Digital Camera and a  
Javelin J310i Card Printer.

**Software:** Card Five Software.



# Harvey Nichols Photo ID Card Production System with Magnetic Stripe Encoding

### Objectives:

There was no Photo ID solution in place for instant recognition. This meant that security was a problem as it was difficult to distinguish between members of staff and customers.

Prior to issuing cards to all staff, the time and attendance system was a manual set-up relying on staff honesty and remembering to complete the paperwork. All hours would be manually calculated taking up valuable staff administration time.

Harvey Nichols needed a complete photo ID card production system. The system needed to include design software and card printers. This would enable Harvey Nichols to produce and encode their ID cards in house, on demand.

### Requirement:

Harvey Nichols required a supplier who could guarantee an efficient operation of the system at all times. The solution to be installed would address the company's concerns regarding security and controlled access to secure areas. Harvey Nichols needed to provide members of staff with ID cards that could be integrated with the existing and future internal system.

Harvey Nichols required an ID card that was plastic, durable and secure. The card used had to be compatible with their time & attendance system; to restrict and control access to tills and door access in restricted areas. To enable this process, Harvey Nichols would need a system consisting of card printers with the ability to encode a magnetic stripe Card.

ICS proposed to install an ID Card Production system consisting of specialised software, card printer and camera to allow Harvey Nichols to produce and control the issuing of their own cards. The cards would have magnetic stripes on the reverse and barcodes on the front to integrate with existing internal systems.

### Solution:

ICS installed a solution that consists of card printers with the ability to encode a magnetic stripe, Card Five Production software and card holders and lanyards to accompany staff ID.

The Card Production Software enables Harvey Nichols to design and print their own cards when required. This will greatly increase productivity and efficiency for all involved.

The new solution implemented by ICS compliments the company's existing set-up of applications such as the Time and Attendance system. Members of staff now use their ID cards to clock on and off, which means no paper work is required. All data is electronically stored.





"ICS provide excellent customer service and efficient turnaround to requests for hardware and/or cards and consumables. Members of staff are approachable and easy to work with."

**Rob Jones**  
Business Systems Manager



### **Solution Continued:**

The tills are now secure and only specific card holders can access them, as requested originally by Harvey Nichols. The tills are able to identify the user accessing them – this reinforces the security of these machines and limits opportunities for fraud. Users are identified via the ID cards magnetic stripe and barcode.

### **Future:**

This system has been rolled out to other Harvey Nichols sites including; Manchester, Birmingham and Leeds, and will be implemented at any new future sites.



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