



Joffe Emergency Services Improves Efficiency and Badge Quality with eXpress badging®

Executive Summary

Joffe Emergency Services, a national organization with over 500 first responders, faced a challenge when the employee responsible for managing their in-house ID badge printing left the company. This created a knowledge gap, and the complex badge printer added further delays. After reaching out to eXpress badging®, Joffe adopted a prepaid badging solution that allowed them to outsource the entire badge printing process.

By partnering with eXpress badging®, Joffe eliminated the need to train employees on badge printing, freed up employee time to focus on their primary responsibilities, and saw faster badge issuance with improved badge quality. The partnership has streamlined Joffe's ID badge process, providing a long-term, scalable solution.

Client

Joffe Emergency Services, a nationwide organization with over 500 first responders, is dedicated to ensuring the safety of schools, institutions, and public gatherings.

Challenge

Joffe Emergency Services previously managed the printing and issuance of employee ID badges in-house. However, when the employee responsible for this task left the company, it created a knowledge gap that was difficult to fill. Additionally, their existing badge printer was complex to use, and the responsibility was transferred to an employee who did not have the time to manage both their primary job and this new duty efficiently. This led to delays in badge issuance and challenges in managing the badge printing process.

Solution

A Joffe employee, familiar with eXpress badging® from her previous organization, reached out for help. After engaging in a discovery process with eXpress badging®, we developed a customized solution that perfectly aligned with Joffe's needs. We introduced our prepaid badging method, allowing Joffe to purchase credits for badge printing, which could be used as needed, with no expiration.

eXpress badging® also created a hands-off process for Joffe to securely submit employee photos and data, including specific addresses for badge holders. This streamlined approach simplified the entire badge issuance process for Joffe.

Results

After evaluating the cost-benefit of keeping ID badge printing in-house versus outsourcing to eXpress badging®, Joffe decided to fully outsource this responsibility. Key benefits included:

No More Training: Joffe no longer needed to train new employees on how to operate and maintain the ID badge printer when ownership of the task shifted.

Increased Employee Focus: Employees were able to focus on their primary responsibilities without the added burden of managing badge printing.

Faster Turnaround: Badges were printed and shipped faster, reducing delays in getting ID badges to new employees.

Improved Quality: The outsourced badges were of higher quality and had a longer life expectancy than those printed in-house.

ONGOING PARTNERSHIP

Today, Joffe Emergency Services continues to utilize eXpress badging®'s services, benefiting from a streamlined, efficient, and reliable badge printing process that allows them to focus on their mission of keeping communities safe.

