

TAYSIDE CASE STUDY



SMARTCARD INTEGRATION

Tayside Contracts trials Citizen Smartcard for user identification with the IMPACT cashless catering system.

After successfully operating the IMPACT cashless catering system in 24 schools over recent years, Tayside Contracts have replaced the traditional magnetic strip cards with smartcards in St John's School in Dundee. This pilot project is part of a city-wide initiative with the ultimate aim that every citizen will have a multi-application smartcard providing access to a wide range of services.

Objective

The aim of the project was to issue all pupils, teachers and staff with a smartcard that could be used for a range of applications to help the development of the broader smartcard scheme throughout the region.

Solution

CRB Solutions modified Revaluation Units, POS units and networked vending machines to enable them to read the Dialogue Youth smartcard. Pupils at St John's will not only be able to use their smart cards to pay for school meals but also for a broader range of applications within the school including: Secure Access, Registration, and the accrual of Reward Points under the school 'praise' scheme.

Outside the school, the cards provide proof of age and access to a range of discounts and information. In the future the smartcard will be extended to bus travel, membership of council libraries, access to leisure services and concessions, and as a means of student identification.

Outcome

The trial is a roaring success helping to demonstrate the benefits of the smartcard scheme to the various stakeholder groups, and providing a basis for the development of standards of inter-operability and management rules and procedures for developing the scheme outside the school.



Credentials

- UK market leader
- Over a million users in more than a 1500 schools
- Founded in 1963
- 4 owner/directors with over 80 years experience
- First school system installed in 1993
- Highest quality hardware and software
- Total commitment to after sales support
- Open, flexible solutions
- Biometric, card and cardless solutions available
- Offices in Edinburgh and Durham. Cunninghams offices in Birmingham, Belfast and Nairn

Testimonials

"We've worked with CRB for the last 5 years and they have proved to be an able and effective partner. Impact is a very robust and mature system that manages our cashless service with ease. We have looked at many similar products but no company could meet our needs with such flexibility. I have no hesitation in commending CRB for great service and a great product."

Brendan Murphy of Glasgow City Council

"The system is in 23 schools and is proving hugely successful, increasing revenue by 15% to 20%."

Bill Kennedy of Tayside Contracts

"As a three star local authority, we are proactive and progressive in our approach, and only work with suppliers who have the same attitude. With CRB, not only do we have a supplier that shares our enthusiasm for customer service, they are also generous with sharing their knowledge and expertise. The excellent training and support offered by CRB, made sure that we are all competent and confident when using the equipment."

Colin Ranson of Sunderland City Council

Sales Enquiries

For Scotland, Northern Ireland and the Republic of Ireland contact David Swanston
dswanston@crbsolutions.co.uk

For the North East of England contact Russell Hawes russellhawes@crbsolutions.co.uk

For England (excluding the North East) and Wales contact Alan Vigers at
alan.vigers@cunninghams.co.uk

Or visit our website at www.crbsolutions.co.uk or contact our head office on 0131 440 6100 to discuss your requirements.

