SUMMARY

SIBS CARTÕES

COUNTRY Portugal
INDUSTRY Financeira

↘ CLIENT
SIBS CARTÕES offers a specialized card personalization service to its customers. It Includes the management of cards, mailing and special treatments. For more information, visit www.sibscartoes.pt

↘ CHALLENGE
SIBS CARTÕES deemed it important to completely validate all the materials used in card personalization and mailing operations on Datacard DC9000 equipments, in order to guarantee the use of correct materials.

↘ SOLUTION
TST's MailVision® Base Stock Validation solutions verify if all the materials used in a given process are the appropriate materials.

↘ RESULTS
- ↘ Full validation of all materials
- ↘ Centralized job settings used by different equipments
- ↘ Full customization of the solution
- ↘ Full integration with Datacard DC9000 equipments and client's information system.

SIBS Cartões chooses TST's MailVision® Base Stock Validation solutions to guarantee full validation of all the materials.

"TST was always available to find solutions. Their dedication was far beyond the initial specifications."

Eng.º Eduardo Galvão, Dep. Coordinator of Systems and Projects at SIBS Cartões

When a company has:

- ↘ a **client portfolio comprising more than 80% of the national banking sector** and public and private companies across **financial, transports, retailing and Government sectors**

- ↘ an **annual personalization volume of over 12 million cards**

- ↘ **MasterCard's Certification** (it was the first Portuguese company to be granted this certification for the personalization of EMV cards) and ISO 9001:2008

Stood out the innovation, the security and its capacity to answer according to the needs of each client, among its values and commitments – as it happens in SIBS Cartões – **it's easy to understand that the slightest error may have very high costs** (either financial, or loss of reputation and market trust)

In 2008, SIBS Cartões established its "Zero Errors" purpose. According to Eng. Eduardo Galvão "sometimes materials are quite identical, which may cause them to be mixed up". It was necessary to substitute manual procedures for automatic procedures.

For that, it was necessary to find a **supplier of artificial vision, whose solutions could guarantee**:

↘ **the continuity of its values and commitments.** In particular, the ability to adapt to the constant SIBS Cartões innovation, in the most integrative way possible

↘ **full validation of all materials,** without causing false errors and subsequent equipment stops

↘ **the complete integration** of the new solution with both the **existing Datacard DC9000 equipment** and the current information system

↘ **a simple, intuitive and user friendly interface.**

The solution which allows SIBS Cartões to accomplish its "Zero Errors" purpose.

SIBS Cartões researched the artificial vision solutions suppliers market.

TST was chosen because it **was the only supplier offering the potential of modularity, flexibility and customization, without compromising the guarantee of total integration of the proposed solutions with the Datacard DC9000** – ensuring simultaneously the successful compliance with all the other requirements.

Besides, it was also important:

↘ the proximity to the final decision level of TST

↘ the evidences shown by TST, in the last 15 years, within the market segment of printing and mailing.

"Once again, SIBS Cartões demonstrates its will and ability to always be in the forefront of cards personalization systems, by searching and setting up innovative solutions with high added value for its clients resorting, when necessary, to partners that can match our own challenges, as it is the case of TST."

Jorge Correia
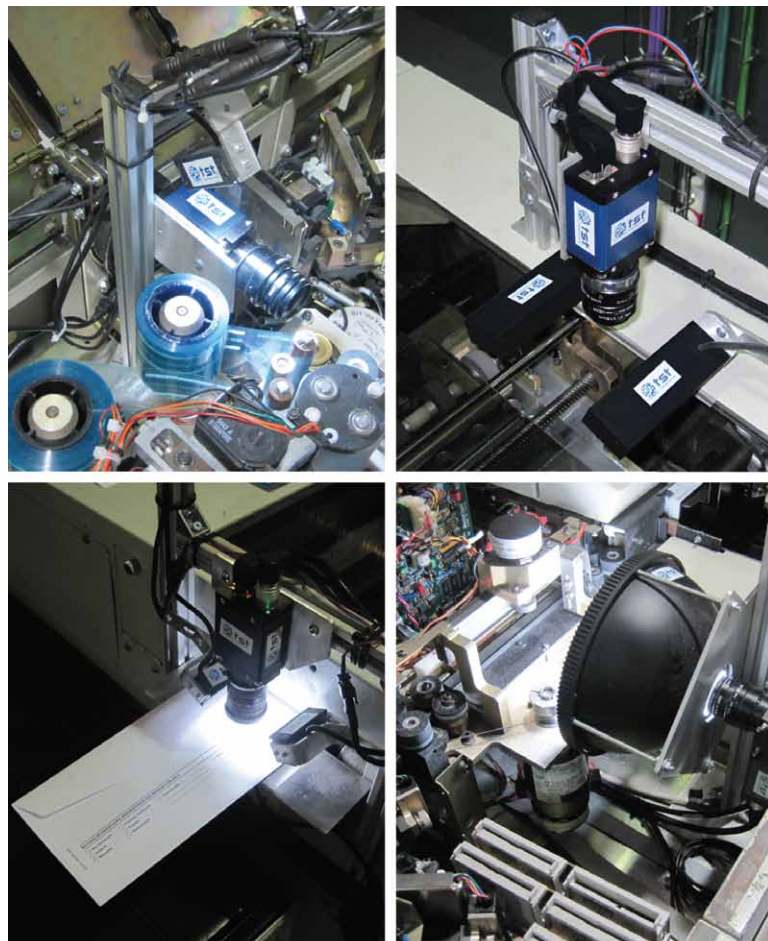*SIBS Cartões Director Geral*

TST has developed a set of 7 solutions called MailVision® Base Stock Validation – that verify if the material used in a given process is the adequate material. These solutions allow a **unique identification and validation of all materials**.

The supplied solutions included a camera for each verification: card front, card back, letter, up to 5 inserts and envelope. Each camera has the ability to read alphanumerical codes (OCR), linear bar codes and/or 2D and to identify patterns. Validations for each type of material may include a combination of different types of the available reading techniques in each camera.

Each work has a set of materials; its definition is obtained through an ODBC connection to the information system of SIBS Cartões. Setting up new materials may be carried out in each solution, in the same devices used to validate production.

"We consider this project results to be very good, having accomplished several goals we considered as critical factors for success, such as:

↘ *the guarantee of a correct verification of all the materials needed to carry out a given job*

↘ *the absence of equipment stops and subsequent productivity reduction, due to the detection of false materials mixed up*

↘ *early error detection, in order to minimize material spoilage in mixed up situations*

↘ *the existence of a very simple and fast operator's interface, in order to avoid negative impacts in productivity*

↘ *integration with the personalization equipment to facilitate operation and maintenance*

↘ *the existence of a simple and intuitive settings interface, and integration with the existing information repository on materials to be used on each job, in order to minimize preparation time of new production setups."*

Eduardo Galvão, Eng., Dep. Coordinator of Systems and Projects at SIBS Cartões

Each solution also includes a wide set of protections – customized according to SIBS Cartões operational procedures – **guaranteeing settings full integrity**. For example, the operator can't start a new job without having all the materials set up or until all the insert stations, corresponding to the total of inserts defined for that job, are connected. On the other hand, each solution automatically detects the presence of duplicate inserts, identifying the existence of the same insert in more than one insert station.

"Some complex situations were detected throughout the development - that were not accounted for nor evaluated in the general specifications. TST devoted itself and made an additional effort, carrying out all necessary changes."

Eduardo Galvão, Eng.,
Dep. Coordinator of Systems and Projects at SIBS Cartões

ABOUT TST

When it comes to artificial vision, every company needs are unique.

Operating in both the national and international market for over 15 years, TST has specialized in designing, developing and commercializing supervision systems, control systems and traceability systems for industrial processes.

TST analyses each unique situation and uses all its experience, knowledge and proactivity in order to supply complete, efficient and competitive solutions to its clients.

If any error occurs, the solution automatically stops the equipment, and records the error and the operator's intervention. This action safeguards, for instance, insert duplication.

All solutions were designed in order not to hinder equipment full production capacity.

The cooperation of SIBS Cartões team was vital for this project success, regarding the integration with the information system as well as in providing material and equipment preparation.

In fact, due to the need for integration of these solutions with Datacard DC9000 equipment, some development and subsequent testing were done on production equipment.

For that, the equipment was taken from the production line and disconnected from the information system, due to security demands from Mastercard Certification (SIBS Cartões is submitted to).

SIBS Cartões preparation team has performed extensive testing on the installed solution: **no false errors were detected**.

The training provided by TST to SIBS Cartões operators has given rise to **a very positive feedback as the operators' level of confidence in their daily activity soared**.

Finally, Eng. Eduardo Galvão states that SIBS Cartões will consider TST solutions in future challenges and recommends TST to other companies.

FOR FURTHER INFORMATION

For further information on how our solutions may help your company delivering the right product, at the right time and at the least cost, and guarantee the success of your artificial vision systems, chose one of our means of contact:

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