

Customer Story: Georgian College cuts ID photo processing times to 30 sec/student

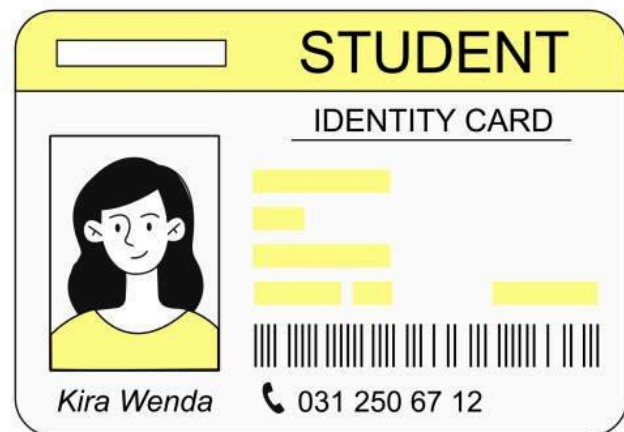
Jen McDonald - ONECard Officer at Georgian College in Barrie, Ontario, Canada

Georgian College boasts a small but mighty card office. ONECard officer, Jen McDonald, wanted a better solution for collecting her students' ID photos and verifying their government-issued IDs.

Jen and her colleagues at the card office were experiencing a wide variety of ID photo submissions from students that often did not meet the stated photo requirements for an ID card. As a result, they had to spend time rejecting photos and following up with students to restate requirements and get new photos. This was all very time-consuming and put a lot of unnecessary pressure on the small office during peak busy seasons. The homegrown photo submission tools they were currently using were basic file uploaders with no special features for cropping or auto approval. The whole process took a while and the multiple steps involved made follow-up emails to students necessary (and way too frequent).

Enter RemotePhoto!

When Jen found our product, she was super excited about demoing the RemotePhoto software because it contained all the features she had requested her IT department include when considering upgrading their homegrown tools.



Before signing up for RemotePhoto, Georgian College evaluated whether the product would address all of their needs, fit within their budget, and meet their IT requirements. After deciding that it would, in fact, be an appropriate solution and concluding that it would be much easier to let someone else manage and maintain the software, Jen and Georgian moved forward with RemotePhoto.

Jen would say that RemotePhoto has drastically improved their card office's customer service. The auto crop and background removal features are especially helpful because they have made it so that most of Georgian's photos can be approved on the spot! This has reduced their processing time from 3.5 minutes per student to about 30 seconds per student.

As a result, the card office has been freed up to focus on serving the students instead of hustling in photo rejection emails and monotonous photo crops/tweaks. The student experience has also improved! Students now have a single step for uploading both their ID photo and government-issued ID; no more email tag and failed submissions to worry about on top of busy school schedules.



Jen recommends RemotePhoto to any office that needs to create photo IDs or verify identity. She believes it is especially useful for small card offices with few employees because the software frees up the workers' time and energy and allows offices to focus on more important things. Overall, it's easier for both the card office and the student. She added that RemotePhoto's customer service is a wonderful benefit to using the product, noting that the trustworthy guidance and immediate answers to her questions were two things she really appreciated about working with our support team.

We are so happy to have helped Jen find a solution that benefitted her card office and the students at Georgian College.

Jen has since moved to McMaster University and was instrumental in bringing RemotePhoto to her new card office!

If you have been using RemotePhoto and want to share your experience, message us on our LinkedIn page, we'd love to hear from you!