

# NSW Club of the Year invests in PPC Photo ID Card Technology

*The Mounties Group is going from strength to strength and PPC is playing its role in making the member experience a memorable one.*

Voted NSW Club of the Year 2006 in the Large Club category, Mounties is located in the heart of Mt Pritchard and is the cornerstone of the Fairfield and Liverpool community.

For nearly 40 years, Mounties has been providing affordable meals, top class entertainment, a warm social atmosphere and a place for locals to meet.

The club offers generous financial support to local schools, sporting groups, hospitals and community organisations.

Mounties is a 90,000 plus member-strong club with around 500 staff and additional staff are contracted to carry out the catering, hair salon, travel agent, gift shop and TAB services.

Last year the club amalgamated with Harbord Diggers, further increasing membership numbers.

All club members are required to present their membership Photo ID card each time they enter any of the four Mounties Group clubs, including Mounties at Mt Pritchard, Mounties Bowling Club at Fairfield, and on the northern beaches, Harbord Diggers and Manly Bowling Club.

The card is also used across a range of club facilities in conjunction with the club's membership loyalty rewards program.

According to the club's IT manager Frank Raffoul, PPC has been providing the club with plastic Photo ID card technology since 2000.

"Mounties prides itself on providing its members with the best of the best in facilities and services," said Mr. Raffoul.

"In the year 2000, we were looking for a vendor that was able to provide

Mounties with a total membership card processing solution. PPC was chosen at the time for a number of reasons which includes



hardware reliability, faster member card print and better product support.

"I had a very good working relationship with Tony Tirado who was PPC's NSW manager at the time.

"I had a lot of respect for Tony because he knew how to service and support his customers. So when we decided to invest in a new Photo ID plastic card system we chose PPC."

According to Mr. Raffoul the club has six PPC P330iM Photo ID plastic card printers with another located at Harbord Diggers.

One printer is dedicated to staff photo ID cards while the remainder is dedicated to member card issuance.

"The value of having a great supplier like PPC is that they offer us real innovation. This innovation is not only displayed in the hardware that they provide but in terms of the whole support package including ease of purchase," he said.

"For example we use their latest 'half panel' ribbon system which is designed

for speedier issuance, lower cost per print and higher yield.

"That results in reduced membership queues, satisfied members and happier staff. This enables us to live up to our brand promise of 'making it memorable' for our members.

In addition to the actual hardware and supply of pre printed cards, PPC recently offered us a full ribbon agreement.

"This agreement incorporates all the printers, ribbons, service, back up printers and warranty all bundled into a cost per ribbon.

"This deletes the need for large capital outlay, costly pay as you need repairs, expensive warranty renewals and dealing with multiple suppliers.

"Basically, we can now rely on PPC to provide us with everything necessary to deliver Photo ID membership and staff card issuance."

As the club continues to grow its membership numbers PPC will be there to support its endeavours.

