Smart card technology helps this community housing organization eliminate theft and increase revenue.

Background: This government supported housing corporation needed a way to provide residents with affordable laundry while maintaining public safety.

The Problem

As a public service, this housing corporation had a unique challenge of being able to provide access to laundry facilities while ensuring costs were kept to a minimum. This typically means providing coin operated laundry machines. Because of the visibility of the cash boxes, this payment system often has a higher rate of vandalism. For our client, this meant that their operations manager spent the majority of his week fixing machines that had been damaged. At the end of their wits, they were forced to abandon coin operated machines and switch to a "free use" laundry facility.

The Solution

Now operating at a loss, the corporation came to Coinamatic to help solve this challenge. A solution was created that would eliminate cash payments and bring back revenue to the facility. We worked with this client to implement a smart card system that would allow residents to pay using a stored value laundry card. This solution meant that cash on premise could be eliminated, giving thieves little incentive to damage the machines in the facility.

The installation of laundry payment cards virtually eliminated vandalism to the equipment overnight.

The Result

The installation of smart cards virtually stopped vandalism to the equipment overnight. With this, our client's operations department no longer needed to fix machines that had been broken due to theft. And, the director of the organization also noticed a significant reduction in late-night calls about damage to machines. Overall, our client was pleased to see revenue flow back into the organization while reducing the stress placed on employees of their organization.

The Problem
Late-night maintenance calls to fix machines that broke due to theft

The Solution
Installation of smart cards for electronic payments

The Benefit
Instant elimination of vandalism and significant reduction of service calls

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