

Shuttle®

CASE STUDY

CHALLENGE

Improve reliability, increase efficiency, and reduce costs.

SOLUTION

Streamline product assembly and configuration processes.

“An entire part of the build process has gone away, thanks to Shuttle. We receive preset, high quality computers, the process is more effective, and it saves us a lot of time.”

Richard Seow,
Project Manager, ScholarChip

ORIGINS

The company was founded in 2000 and used laptop computers, card readers, and proprietary software to create its flagship products. Knowing that there is constant technological innovation, by the early 2010s, ScholarChip was searching for a more efficient solution.

Richard Seow, project manager for ScholarChip, discovered Shuttle Computer Group's X50 all-in-one computer.

“We needed a very rugged, high-quality computer that would easily integrate so we could turn it into our own product,” said Seow. “Shuttle's barebones computer came without a hard drive, memory, or operating system, and we were able to install everything we needed ourselves.”

Building their own was the key—and during this time, ScholarChip customized each computer they ordered, and built each kiosk accordingly.

The scenario at the time would typically go like this: new computers were delivered to ScholarChip; once received, each one was unpacked and plugged in. They would then set the BIOS, load the OS, load software, install the card reader, test it, unplug it, repack it, and deploy the system. This process worked for a good long time.

And then the company started to really grow.

ScholarChip and Shuttle Computer Group: A Winning Combination

Knowing where students are at any given time is of vital importance for teachers and school administrators. Keeping track of attendance is an essential part of a school's budget, including state and federal financial support, and in some cases, even teacher performance.

ScholarChip, a pioneer of centralized and integrated School Safety and Operations Systems, is a leading supplier of ID card security systems that helps school districts across America automate services like student and teacher attendance, school visitor monitoring, cafeteria point-of-sale activities, bus ride tracking, and others.

Instead of relying on old-fashioned attendance methods, ScholarChip's automated platform centrally manages large group entry points, physical door access, and visitors, while its notification and alert services gives school administrators the tools they need to act in real time. Its products are technological, one-card solutions that have rapidly grown into an advanced and comprehensive security and multi-point attendance system.



EXPANSION

“We were assembling product on our own, in this building,” Seow explained. “It was very time consuming, with opening computer boxes, all the glue, all the solder. And as our client base grew, we discovered that doing everything in house was becoming more difficult. We didn’t have warehouse space, nor did we have the manpower we needed.”

“I reached out to Shuttle to see if they could help us streamline our process and make us more efficient,” he added. “They explained how much customization they could perform in house, before their computers even reached us, and I saw the potential in this simple solution.”

Shuttle is one of the only computer manufacturers in the world that will customize one, or one thousand, or one hundred thousand computers. In fact, customization is Shuttle’s forte—so they developed just the right product and produced it to ScholarChip’s exact specifications.

“Shuttle is known for working closely with its partners to create customized products for integration as well as OEM,” said Marty Lash, director, sales and marketing, Shuttle Computer Group. “I knew our partnership would make ScholarChip more efficient, improve product quality and consistency, and they would also realize a cost savings from our solution.”



DELIVERING A BETTER SOLUTION

Working together, ScholarChip and Shuttle designed a Shuttle X50 computer for two separate kiosk applications: one for attendance; one for an ID badge manager. And now, ScholarChip receives computers that are designed specifically for the company’s particular needs, tailored to each of its client schools.



Lash said, “Our project with ScholarChip includes customized BIOS, imaging, and additional functionality integrated into our X50 All-In-One Computer. For the attendance kiosks, we even drill holes into the X50 bezel to prepare for easy peripheral installation.”

When ScholarChip’s X50 computers are received, they’re ready to be installed quickly and efficiently. “An entire part of the build process has gone away, thanks to Shuttle,” said Seow. “We give them a hard drive with everything we need on it—they use it as a master image and copy it onto every computer we buy. And when it’s a new year, or there is new software to install, we give it to them once, and all the updates are made to the master. The process is more streamlined, and it saves us so much time.”

The ability to customize computers, no matter how few or how many, is what sets Shuttle apart from other computer companies.

“We can do modifications on the physical chassis, BIOS, software, or any other customization on our computers and deliver them ready to plug and play,” said Lash. “A partner can even have more than one solution, like ScholarChip. We can create multiple customized images for any of our computers, for any application, even on one computer at a time. And once the process is in place, deployment is quick and easy.”

A BRIGHT FUTURE

ScholarChip is today one of the largest providers of smart card IDs for the K-12 market and one of the largest providers of payment gateway and electronic signature solutions for the Higher Education market. Its products are used in school districts from major urban to suburban and rural areas. And with Shuttle providing its customized computers, ScholarChip’s high-quality, reliable products are delivered consistently and cost effectively. It’s a winning combination.



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