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“Total ID have worked exceptionally well with us in identifying our requirements and recommending the right ID solution.

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Head of Administration and Membership at Royal British Legion Scotland

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Customer Case Study

Royal British Legion Scotland



Total ID, one of the UK's leading ID solutions providers, has recently provided the Royal British Legion Scotland (Legion Scotland) with its ID card system to enable it to officially badge all of its Wellbeing representatives and Branch Befrienders and clearly identify all its Trustees and Staff.



Legion Scotland helps ex-services men and women of all ages across Scotland to adapt to civilian life by providing community, friendship and practical advice, whether they left military service yesterday or 50 plus years ago. As a charitable organisation Legion Scotland felt it was important to present a professional image initially for its Trustees and Staff and turned to Total ID for the most suitable and easy to use solution.

Gareth Lynn, Sales Manager for Total ID, worked with Legion Scotland to identify the best ID product solution and after initially looking at a bureau service it became clear that an ID system would suit Legion Scotland's needs best.

Total ID recommended a complete ID card system consisting of software and a Smart 50S plastic card printer together with pre-printed cards which are personalised with each cardholder's photo and details. The Smart 50S Plastic Card Printer is easy to use and its quick speed & low running costs produce a full colour ID card cost effectively in under 30 seconds. Built for professional organisations, the Smart 50S Plastic Card Printer's superior card printing quality together with the Total ID software and pre-printed cards was the perfect solution for Legion Scotland's badging needs.

Claire Armstrong, Head of Administration and Membership at Legion Scotland said 'Total ID have worked exceptionally well with us in identifying our requirements and recommending the right ID solution. We now have an ID system that is both easy to use and flexible in terms of producing all the cards we require.'

Claire continued 'It is important that we officially identify all our Wellbeing representatives and Branch Befrienders as they visit people at home and in hospital. And with the response to the professional image and design now presented by our ID cards we are considering badging all our fundraisers as well, so it is clear they are registered and recognised as collecting on behalf of Legion Scotland.'

'We are very happy with the system and service provided and would recommend Total ID to other organisations looking for a professional solution to their ID requirements' concluded Claire.