



The State of New Jersey Vital Records Offices Select TROY Printers to Improve Security.

About the Customer

Like many states, New Jersey issues vital records from several offices throughout the state like the one located in Trenton. Officials from the Trenton office have recently made improvements on their the vital records printing and issuance process since Congress passed the Reform Act of 2004 and the REAL ID Act in 2005. The Reform Act focused directly on birth certificate printing, requiring that minimum standards be applied to the certificate paper being used to print birth certificates. The REAL ID act indirectly added further pressure to improve security by requiring states' license registrars to have a method of authenticating birth certificates as part of the process of issuing a driver license. These two government requirements, combined with steadily rising occurrences of birth certificate fraud, have lead Vital Records officials to consider the options for improved security.

The Solution

While attending the 2009 NAPHSIS conference, several officials from the New Jersey Vital Records Offices were able to see TROY Security Printers first hand. The availability of a printer equipped with a built in lock and additional security options met their need for improved security around the printing of vital records. "TROY has been very accommodating to work with from a customer service perspective" said Oliver Meissner, Information Technology Specialist for The State of New Jersey Vital Records Trenton office. "We were able to order TROY Security Printers with combination locks in place of key locks to suit the changes in process within our office." The result is an optional print tray lock with three-digit combination where the combination can be set and changed as often as needed. "We were pleased that TROY printers are based on HP models. Our IT staff prefers HP for their proven reliability and we haven't had any issues so far with these printers. The fact that the birth certificate stock is secured while in the printer almost eliminates the chance that paper would ever fall in to the wrong hands", continued Meissner. "Even with the custom order combination locks, TROY was able to ship them to us in a reasonable time frame. We were able to complete set up easily, and are planning the same security upgrade at the other records offices ", concluded Meissner.

The Result

The request by New Jersey Vital Records officials for a combination lock in place of the key lock lead to development of new option being offered as an option on all security printers TROY now offers a three digit combination lock on which the customer can select and change the combination as needed .



Standard Key Lock



Optional Combination Lock

Corporate

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