Customer:	Icon Systems Inc
Country:	United States of America
Model number:	QL-810W, QL-820NWB

The Customer

Icon Systems is a software company that was founded in 1992 by Robert Gifford. For more than twenty-five years, Icon Systems has developed high-quality software, exclusively for religious organizations. Icon Systems offers several software solutions, such as church management software solutions (ChMS) and online web-based church management software (IconCMO), that could keep track of church congregation, manage an entire community of churches and run daily operations smoothly, such as donations and membership.

Icon Systems has also developed Rubix software with advanced web technologies that include a child check-in module. Their software could be used on desktop and mobile devices with live updates provided to their user as data changes. Their software is used by thousands of churches nationwide.

The Challenge

Icon Systems requires a label printing solution with an Application Programming Interface (API) to interface into their Rubix software on iOS® and Android™ platforms and solve any issues quickly and easily.

Their labeling solution needs to work seamlessly with their child check-in process to facilitate 'One-Click Check-in' with labels printed out quickly. Their label printers need to connect to either Wi-Fi, Bluetooth® wireless technology or Wired LAN connectivity, with a printer service plugin app that could print directly with no printer selection required. This integration will facilitate a faster parents' check-in process for their children.

Current standard printer service apps were unable to meet their demand in providing a faster check-in process for parents.

The Solution

When Icon Systems started to develop Rubix, Brother was the only label printer company to offer Wireless-enabled label printers.

With Brother's software development kit (SDK), it has provided the ability to search for all network-connected printers which allow instant connection to print label. Any future Brother printers upgrade will be supported and connection could be established with various connectivity methods.

With a built-in wireless interface, Brother's QL-810W and QL-820NWB Professional label printers could print virtually from anywhere without the need to tether to any computer. This has sped up parents' check-in process for their children. Important information could be highlighted using two-colour (red and black) label printing. Both label printers also offer high-resolution and high-speed printing with an automatic built-in cutter and easy-to-replace drop-in label roll refills..

QL-810W
Wireless and USB connection

QL-820NWB
Wired LAN, Wireless, Bluetooth and USB connection

The Benefit

There are many advantages of using Brother's labeling solutions with Rubix church management software solution. Setting up a default printer within their app only takes a few seconds. Their users could change their default printer at any point in time to print labels.

Having this capability could provide the church with a very quick backup solution, especially when a mobile device or a printer is faulty. They could easily replace their device and start printing using another available label printer quickly.

Additionally, an administrator with a mobile phone could step in to print labels if a kiosk station is down. It has further enhanced their users' experience with an efficient one-click printing and faster check-in process.