



“The six Citizen label printers have been in place for more than a year now and we’ve seen huge improvements in the way we deal with the demands of our internal customers, the large number of visitors and the many problems we had with previous equipment.”

Sharon Cohen, Head of Systems and Applications

High quality Citizen printers and exceptional customer support keep things running smoothly at Israel’s parliament

As the legislative body with the responsibility to elect Israel’s President, as well as pass all national laws, the Knesset demands nothing less than exceptional reliability and outstanding technical support when it comes to printing technology. When the Israeli parliament was struggling with an old and frequently failing system for printing identity and authorised entry tags at reception for its numerous visitors and invitees, it turned to leading printing, scanning and software specialist VCODE Solutions Ltd and Citizen Systems Europe for a more effective alternative.

“The Knesset is extremely busy and has vast numbers of officials through its door for important meetings or guided tours every day,” explained Zeev Weigman, Coowner of VCODE. “As a result, it needs to print more than 180,000 entrance tags each year, but the previous system could not keep up and was regularly requiring maintenance and causing downtime. The supplier of those printers was also slow to resolve technical issues, which when considering the printers are central to the security of the parliament, was not at all satisfactory.”

Weigman along with fellow VCODE Co-owner Alon Azarzar worked with the Knesset to update the existing set-up with the implementation of a series of CL-S621 desktop printers from Citizen to enhance the management of people traffic. The flexibility of the Citizen printers meant the business partners were able to adapt the devices to work with the commands of the system that was already in place and had previously been connected to the old printers.

Who is our Customer?



The Knesset is the house of representatives of the State of Israel. It is uni-cameral and has 120 Members representing numerous lists that are elected in general, country-wide, proportional elections once every four years.



CL-S621

The CL-S621 is a precision engineered, fast and easy-to-use unit that includes all the capabilities of the CL-S521 plus the option to print in both direct thermal and thermal transfer modes. The printer also features Citizen’s Hi-Lift™ metal mechanism and the innovative ARCP™ anti-wrinkle and automatic tensioning system.

“The combination of superior equipment and excellent technical support has been instrumental to the successful implementation of the high quality and efficient solution, which has allowed us to save costs and time and, most importantly, enhance security. We’ve been so pleased with the technology that we’ve also installed a Citizen CL-S700 industrial printer for our warehouse logistics operations, therefore we know that the Citizen brand is a brand we can trust and rely on.”

The CL-S621s are now being used to quickly and efficiently help manage the flow of people into the building in Jerusalem. When visitors and committee members arrive at reception they are given a printed entry permit label that features their name and unique ID barcode and the Knesset logo. If the person is arriving for a committee meeting, the barcode will be scanned with Datalogic readers that bring up information to ensure the official has authorisation to be in parliament.

The fast, maintenance-free and easy to use CL-S621 printers were selected by VCODE because it knew the technology could deliver the reliability and performance required for such a demanding system. The devices have since exceeded expectations and are leading to considerable time and cost savings within the parliament. For example, the capacity of the previous printers meant that the ribbons had to be replaced frequently, but downtime and maintenance requirements have been cut dramatically following the implementation of the Citizen units as they handle ribbons of up to 360 metres, and media changes are particularly quick and simple.

About Citizen Systems Europe

Citizen Systems Europe is a wholly owned subsidiary of the Japanese Citizen Group. Recognised and respected for its high level of experience in advanced technology and innovative solutions, Citizen is famous for its watches, printers, machinery and electronic products.



Since 1964, Citizen Systems has been the brand of choice for printers worldwide, providing a wide range of top-line industrial printing solutions that modernise the business operations of many industries, including logistics, retail, manufacturing, hospitality, post and office supply. Citizen Systems is fully focused on the distribution and support of label, portable, photo and POS printers, as well as calculators, through an extensive partner network across EMEA.



The precision-engineered CL-S621 printers are also compact so they take up only minimal space in the busy reception area of the Knesset, yet they are robust enough to cope with the challenge of high volume workloads over a long service life. Equally, the units feature ARCP™ ribbon control technology to guarantee clear prints and eliminate the risk of unreadable labels and barcodes.

Who is our Distributor?



Vcode Solutions provides printing, scanning and software solutions which are not A4/A3. Such as: Label printers, barcode scanners etc'). including Turnkey solutions and developing unique software per demand.

To learn more about Citizen’s range of printing solutions, contact the Citizen marketing team or visit the company website.

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