Equitrac Express for the educational sector
Improve print mobility and tracking for students

EDUCATION - This university wanted to improve print mobility and tracking for students, faculty and guests, while simplify IT management and administration for almost 9000 users generating over 5 million prints.

Challenge

The Faculty of Education at this customer site is one of the largest teacher training institutes in the Netherlands. It has three education departments – Primary, Secondary and Special Education, 8,000 students and more than 600 teachers, staff and administrators. Together, they generate more than five million copies and prints on its machines each year, making tracking and controlling print and copy activity a challenge. Additionally, as a teaching institute, The institute hosts visiting professors and guest lecturers who require printing for curricula, handouts and other documents. For the IT staff, setting up these guest user accounts for password-protected access to machines throughout the campus was draining time and effort. The institute needed a single solution to authenticate users, and track and contain costs in a simple and efficient way. The Faculty of Education of Hogeschool Utrecht called on document production partner Xerox to devise a solution to improve print tracking and management.

Solution

The solution offered were Xerox devices with the Equitrac Solution for Education. By replacing scores of high maintenance convenience printers with more efficient Xerox Document Centre Multifunction devices, integrated with Equitrac's Print Tracking, Cost Recovery and Follow You printing solutions for education, the institute gained a single solution that serves faculty and staff with complete, simplified control.

Results

Copy and print services now operate more efficiently, with simplified set-up and fewer administration demands on the IT Department, and an output process that ensures document privacy. The solution also saves resources. The institute removed scores of costly desktop convenience printers, and replaced them with 18 economical and environmentally friendly Xerox multifunction devices (MFDs) placed in printing stations throughout the facility. These include Xerox Document Centre devices offering self-serve monochrome and color devices. The institute's 8,000 students pay for their printouts using card readers for the students' chip-based E-Purse debit cards. Among the key benefits realized with the Equitrac solution installed, users print to the Equitrac-controlled print server and output from their printer of choice. With this feature, called "Follow-You™" printing, users are not bound to any one printer but can output to any device on the faculty network.

The IT Department also appreciates the simplicity of adding the intelligence of the Equitrac solution to the environment. Instead of users having a variety of printers installed on their PCs, the IT department can put the required printers as a standard onto the Print Servers, for running color or monochrome off the centralized server. Print and copy tracking improved with the Equitrac solution. In fact, once Equitrac was implemented, Faculty officials realized their previous reporting was limited and the school was not tracking its output in the most desirable manner.

The move to the joint Equitrac and Xerox solution also led to a shift of print and copy jobs from the copy shop to self-service printing. While the school still will generate five million copies and prints on its MFD machines this year, it expects a 25 % shift in production out of the copy shop to the MFDs. While the same volumes are generated, the solution empowered users with self-service capabilities, leaving the copy shop to handle large print jobs, like syllabi, curricula and learning materials. The result is faster delivery of self-service print jobs and better use of resources. With the Equitrac solution installed, the user database now includes a combination of department codes and individual user codes. New users, which range from visiting professors to students working on school projects, can be added quickly. Report generation and review is a simplified process, and takes less than one hour each week.

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