

## EQUITRAC & XEROX SOLUTION REDUCES IT ADMINISTRATION WHILE TRACKING & CONTROLLING PRINTING COSTS AT DUTCH TEACHING COLLEGE

**F**aculteit Educatie (Faculty of Education) of the Hogeschool Utrecht 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, Hogeschool Utrecht 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.



Earlier this year, the Faculty of Education of Hogeschool Utrecht called on document production partner Xerox to devise a solution to improve print tracking and management. The solution: 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. 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™"

**Organization:** Faculteit Educatie (Faculty of Education) of the Hogeschool Utrecht an 8,000-student college in the Netherlands.

**Challenge:** 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.

**Solution:** 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.

**Result:** Equitrac and Xerox provided a single, integrated solution that works for the entire institution, eliminating the need for IT to support disparate devices, print drivers and processes for different constituents. More than 600 faculty, administrators, staff and guests now have self-service access to the full capabilities and improved service of the latest multifunction technology while the institution contains and recovers costs.

**Client Comment:** *"The help desk is happy and the end users are very happy. They can send a job to the print server, and it will wait in the queue until the moment they're there to print it out and pick it up. This concept automatically eliminates wasteful unclaimed printing, protects privacy of university research, and is smart, simple and well thought-out."*

printing, users are not bound to any one printer but can output to any device on the faculty network.

"Follow-You is highly appreciated by all the users," says Jan Heijdra, a TeleWeb Executive with Xerox Netherlands B.V. "If a machine is busy or out of service, they can just walk to another machine. It's very satisfying that they can retrieve their print jobs from any machine."

"Network administrators providing campus printing services have to cope with dramatically increased volumes and rapidly changing technology," adds Michael Rich, CEO of Equitrac Corp. "Equitrac and Xerox have joined forces to make it easier for universities to take control of and manage their printing network. By using Equitrac Express, educators are able to optimize printing resources while both recovering and containing costs. As a result, printer access and payment is greatly simplified for end users, service is improved, and the reduction in maintenance, consumables, help desk and IT support costs are substantial."

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, say Jan Dekker, Faculty of Education's IT Manager.

"The Equitrac solution ensures greater accuracy. With this system I discovered the huge amount of diverse and accurate reporting capabilities and the message handling between the server and the books is perfect," Dekker says. "I don't check it. I trust it."

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.

"This was easy to install and easy to maintain. The help desk is happy and the end users are very happy," Dekker says. "They can send a print job to the print server, and it will wait in the queue until the moment they're there to print it out and pick it up. This concept automatically eliminates wasteful unclaimed printing, protects privacy of university research, and is smart, simple and well thought-out."

