

Education Customer Story

Pay as you go makes printing a breeze



Management Need

Departments at John Brown University (JBU) were managing their own print needs with ad-hoc consumable purchases for ageing print infrastructure. Two existing print management solutions were not giving IT staff the oversight they needed, and the student body were frustrated with their inability to easily print.

The Solution

PaperCut MF enables students to utilize pay as you go, and department members simply access streamlined chargeback. Supporting a range of mobile devices, PaperCut MF allows access from either multi-user or single-sign on environments as well as the university's Active Directory domain.

Result

Not only has the university been able to introduce software that supports the new infrastructure, but IT staff are thankful for the reduction in complexity. Using one piece of software for all of JBU means everything can be managed from a central location. Additionally, staff and students are now being charged at a per-use rate, and purchasing is now centralized through the IT department.



Customer Profile

John Brown University

Country USA

Staff & Faculty 350

Students 2,500

Website jbu.edu

Founded in 1919, John Brown University (JBU) is a private, interdenominational, Christian liberal arts college in Siloam Springs, Arkansas. Today, JBU is an educational leader offering traditional undergraduate degrees, graduate and online learning programs to students from across the globe.



Configuration

Product PaperCut MF

Workstations Windows & Mac OSX

Grayscale Printers 40

Color Printers 110

Primary Servers 2

A patchwork-printing program

Universities often have to deal with a patchwork infrastructure when it comes to IT. Different departments build up their own facilities over years, along with changes in leadership and IT policy without full authority over all faculties.

The IT facility at John Brown University needed a way to bring the entire printing infrastructure together whilst maximizing their cost efficiency by charging students and staff.

New infrastructure, new software

The purchase of some Toshiba MFPs was the perfect time for the university to investigate print management. What would it take to integrate all the printing facilities into one system?

Coming across PaperCut MF, Technical Support Specialist Jeremiah Proctor quickly found that the system would provide the full suite of services needed. After a detailed trial of three print management solutions, Proctor decided to go with PaperCut MF for a number of key reasons:

- Ease of use
- Simple and fast deployment
- Strong integration into MFPs including the new Toshiba devices purchased by the university
- Open API
- Fast ROI

"Deployment was simple and painless and updates require little more than a double-click of the mouse," said Proctor, "The intuitive web interface has made management a breeze."

PaperCut MF was first rolled out to support the new Toshiba MFPs, and then extended to cover print management for staff and faculty, then to students.

Making the complex simple

PaperCut MF is not only slashing print costs, but also supporting rationalization of the number of devices across campus and centralization of consumables purchasing.

Faculty and staff now have their printing charged to their department at a per-page rate. This automated and simple chargeback removes the need for departments to purchase their own print consumables for cost allocation – instead, purchasing is now centralized through the IT department.

Students have a print quota assigned per semester, and then must add to their balance through Pay Stations if required.

For IT staff, replacing two print management solutions with PaperCut MF provides simpler administration. The PaperCut MF implementation covers more devices than the previous solutions, and is future-proof as the university's fleet of devices changes, no matter what brand of printer is chosen.

What's Next?

JBU will continue to implement PaperCut MF to manage all printers in the organization and reduce the total number of printer devices on campus. It has already reduced the number of devices by almost 5% without adversely affecting the print services available to staff and students. "PaperCut MF has been rock solid," said Technical Support Specialist Jeremiah Proctor.

Find out how to simplify printing, email or visit

sales@papercut.com

papercut.com