Edinburgh College

Nuance SafeCom Achieves Top Marks
at Edinburgh College

Challenge
– To merge a large multi-site college with multi-brand MFPs and differing print strategies
– To standardise on pay-for-print and pull print technology across all sites
– To reduce print volumes and ensure secure and tracked print

Strategy
– To deploy and standardise on Nuance SafeCom Pay and SafeCom Pull Print across multi-brand MFP fleet
– To drive cost recovery and accurate billing
– To prevent breaches in document security

Results
– Reduction in print output
– Reduction in energy consumption
– Simplified print management

Two years ago, Scotland's colleges were reorganised into regional groups. During this reorganisation Edinburgh College was formed in October 2012, bringing together Edinburgh's Telford College, Jewel & Esk College and Stevenson College Edinburgh. A merger of this scale involves the complex integration of IT systems as well as staff, student resources and processes. It was the former that was front of mind for Tim Pearson, Print Services Manager at Edinburgh College. One of his many challenges was to consolidate the newly-formed college's print fleet, reduce print volumes and deploy a campus-wide pay-for-print environment for its 23,000 students, and an effective Pull Print solution for its 1,400 staff. Following a tender process, a reseller was chosen to partner with Edinburgh College to design, implement and support a SafeCom Enterprise solution. Today, Nuance SafeCom is delivering reliably against this requirement.

Responding effectively to change
Tim explains the problem he faced.

"Before the colleges merged, they all had different print management strategies. We really needed to standardise on our print fleet strategy to deliver not just effective cost recovery and print security for students and staff, but also to offer a consistent user interface. Students and staff often have to travel from one campus to another. Therefore, it's imperative that they know how to retrieve their print from any device, and that they are charged accordingly."

From the staff's perspective, they need to be able to print securely to any device, and SafeCom gives them that added flexibility when travelling from one campus to another.

To achieve its objective, the college chose to extend the existing SafeCom deployment from one of the legacy colleges across all Edinburgh College campuses.

"With the positive experience one of the legacy colleges had to date with SafeCom compared to alternative solutions already in place, it made sense to standardise on it across the newly-formed Edinburgh College."

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Secure with SafeCom

SafeCom is print management software that tracks and accounts for activity sent to networked printers and multifunction devices. The reports generated from this tracking break down to user level, giving print volume visibility by device, by colour and mono pages and by department. This information makes it easy for costs to be allocated internally to the correct business area. SafeCom also has a user-friendly dashboard for the administrator that allows reporting on environmental savings (paper, CO_2 and power).

When students at Edinburgh College use SafeCom in conjunction with its multifunction devices, they swipe their identification card to authenticate themselves. This ensures that they only retrieve the documents they have printed, and that the print charge is correctly deducted from their print allowance. This helps the college with accurate and effective cost recovery, while SafeCom's versatility means it can be used with equal efficiency across the college's multi-brand multifunction devices.

This compatibility and ease of integration has helped to take the pressure off Tim. He is delighted that

"there has been a reduction in the amount of time spent managing different security systems. Not only has SafeCom achieved its objectives, it has proven to be excellent. I can't fault it. It is very robust, reliable and intuitive."

An easier way to manage carbon footprint

Furthermore, the ability to track and control print has seen the college's print volume drop. This is a positive move, not least because the college has just appointed to a new role of Sustainability Officer, to ensure that, like other public sector organisations, it is honouring its environmental obligations to successfully lower its carbon footprint. Meanwhile, helping to drive down its print costs further are smart print rules, such as mono and duplex printing being set as defaults, while any

print jobs not collected from the multifunction device within a specified time will automatically be deleted from the SafeCom server. Tim explains,

"As we learn more about print usage and trends, thanks to SafeCom, we will be able to devise and implement more print rules to help us lower print volumes and associated costs."

Tim is impressed with the contribution that SafeCom has made to the management of its print fleet, but he singled out three specific areas for praise.

"It is really easy to use, which benefits students and staff and means less support is needed from me. Plus, it has met our requirements perfectly and made the pay-for-print process so much slicker for all users."

When SafeCom is on site, print is in safe hands.

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