



## Multifunctional Print Solution Makes Colour More Affordable

With help from Infotec, the University of Wolverhampton is hoping to realise its ambition to become a printer-free zone. Increasing the capacity of the central print room and equipping learning areas with cost efficient colour multifunctional products has expanded the range and quality of print services available to students and staff. The new solution is saving the University and its students, time and money.

### Business Challenges

- ❖ Growing demand for in-house print services
- ❖ 100% year-on-year growth in colour
- ❖ Colour printers expensive to run
- ❖ Photocopiers providing limited functionality
- ❖ Excessive costs passed on to students
- ❖ Environmental impact of waste

The University of Wolverhampton has ten academic schools, spread over four campuses. It offers more than 340 undergraduate and postgraduate courses and has 24,000 students and 2,500 members of staff. The University's students and staff print more than 35 million pages every year. Print output includes course guides, tutorial notes and dissertations.

Print and reprographic facilities are provided by the University's Print Services Unit. The Print Services Unit runs the University's in-house print room and, in conjunction with the IT Department, manages the large fleet of convenience devices located around the University used by students and staff for general copying and printing.

Changing print needs prompted a review of the facilities deployed at the University. The print room was struggling to meet growing demand for its services. Print volumes were growing as electronic job submission made it easy to submit work. Colour volumes were doubling every year. The print room needed increased colour and black and white capacity.

In the learning areas, photocopiers, managed by the Print Services Unit, were coming to the end of their useful life. Although cheap to run, they only provided black and white output. A large fleet of colour desktop printers, managed independently from the photocopiers, by the IT Department, met a growing demand for colour but were expensive to run.



Print services are provided by the University at cost. Print and copy costs are charged back to users. Students used pre-pay cards against which costs were debited. Staff print costs were re-allocated at departmental level. High consumable costs associated with the colour desktop printers meant that students and staff were, in effect, paying more for their print output than was necessary.

There was also concern within the University about the environmental impact of printing. It was apparent from the number of pages left sitting on printers that a significant part of the University's print volume was wasted. Users would print to a specific device. If the printer was off-line or busy, they would often duplicate the job by printing it again using another device.

### Infotec Solution

- ❖ Kodak Digimaster production printers
- ❖ Infotec colour and BW production printers
- ❖ InfoStream job submission software
- ❖ 120 Infotec colour MFPS
- ❖ PCounter follow-me print solution
- ❖ Close-proximity card readers

Infotec was already a preferred supplier to the University of Wolverhampton. Working closely with the University's Print Services Unit, Infotec proposed a new University-wide print strategy which involved improving the capacity of the in-house print room, replacing printers and photocopiers with colour multifunctional products, and introducing follow-me printing.

The introduction of new high-speed colour and black and white production machines would increase the print room's output capacity to more than 44,000 impressions an hour. The equipment, which would be equipped with automated in-line finishing systems, would expand the range of services offered by the print room and provide the speed and capacity to meet growing demand.

Legacy printers and photocopiers would be removed and replaced by a fleet of colour capable multifunctional products (MFPs). The MFPs, which can print, copy and scan, in black and white and full colour, would provide new functionality, such as scan-to-email and staple finishing, and would cost less to run than the printers and photocopiers they would replace.

The University's IT Department had already trialled a follow-me print. Infotec proposed extending the existing PCounter follow-me print solution to the fleet of colour capable MFPs. A proximity card reader, located beside each machine, would recognise University ID cards, and enable users to collect print, at their convenience, from any Infotec MFP.

Stuart Mellor, Head of Print Services, described the difference the new equipment is making to the print room: "The powerful digital print engines enable us to turn work around quickly and provide a more extensive range of services. The quality is such that we offer a community service, printing for local businesses as well as University customers."



**"The powerful digital print engines enable us to turn work around quickly and provide a more extensive range of services."**

Stuart Mellor  
Head of Print Services

## ■ Tangible Benefits

- 44,400 page an hour capacity (print room)
- Automated in-line finishing facilities
- £300,000 annual saving on toner
- 37.5% reduction in print charges
- 10% reduction in student print volumes
- Zero waste to landfill

Customers submit work to the print room electronically. The InfoStream job submission software is easy to use. It provides simple production choices and automatically allocates print to the most appropriate device, reducing processing in the print room. Increased capacity has enabled the print room to extend digital submission to a wider customer base.

In the learning areas, the colour capable MFPs are proving a revelation. Students and staff find the new machines, which have colour touch-screen controls and which are identically configured, versatile and easy to use. High quality print and copy output is delivered at speed, whether produced in black and white or in full colour.

Follow-me printing allows users to collect work from any Infotec MFP. The system is simple, secure and convenient. Using existing University ID cards, users are automatically authenticated at the device. The PCounter system has reduced bottlenecks and cut waste. According to Stuart Mellor, student print volumes have declined by 10% with the introduction of follow-me printing.

The replacement of printers and photocopiers with a smaller, more manageable fleet of MFPs has reduced the support burden. The new solution is more resilient. A single print driver works across all machines. Key operators provide first-line support, replenishing paper and toner. And, when service is required, Infotec provides a fast response. There are now very few print related helpdesk calls.

Stuart Mellor also identified additional environmental benefits of the new solution, saying: "The removal of desktop printers has saved space and reduced noise levels, helping to create a better learning environment. We have cut waste and are no longer buying printer consumables that go to landfill. Infotec collect used toner bottles and recycle the plastics for future use".

The Infotec MFPs are a future proofed investment. The University is trialling an e-distribution solution which runs on the MFPs and enables students and staff to scan and share hardcopy information. And looking even further forward, there are plans to increase colour production capacity in the Print Room so that the University can produce personalised colour marketing materials in-house.

People | Products | Service | Solutions | Planet

[www.infotec.com](http://www.infotec.com)

Tel: 0870 264 0066

Email: [tellmemore@infotec.com](mailto:tellmemore@infotec.com)

**infotec**

A RICOH COMPANY

expert in total document solutions