

Education Customer Story

Containing the rising costs of printing



Management Need

Student printing was out of control, and costs to Colchester Grammar were rising, so clamping down on student costs was the first obstacle. Students and faculty needed to understand how much they were printing, to shed light on whether they needed to print certain documents at all.

IT Manager, Chris Hill, also needed alert messages displayed, depending on who was attempting to access the printers, along with controls that could stop them if documents were too long, or would cost too much to print.

The Solution

PaperCut NG was deployed throughout the entire school in a matter of hours. Implementing PaperCut NG allowed Colchester Grammar to customize printer options for different groups, whether they were students or faculty, providing a completely controlled and customizable solution.

Result

By implementing PaperCut NG, Colchester Grammar was able to reduce paper wastage significantly. The student deployment was so successful, it was rolled out to faculty, providing new ways for staff to monitor their printer usage and cut down on unnecessary use.

"The introduction of PaperCut NG slashed wasted paper generated from student printing by tenfold."

IT Manager, Chris Hill.



Customer Profile

Colchester Royal Grammar School

Country UK

Staff 168

Students 805

Website crgs.co.uk

Colchester Royal Grammar School (CRGS) is a venerable institution that was founded in 1206 AD. Now an 11-18 boys' school with girls in the Sixth Form, the school is committed to excellence. The school's environment and ethos reinforce its commitment to blending traditional values with a forward-looking approach.



Configuration

Product PaperCut NG

Workstations 435

Grayscale Printers 25

Color Printers 30

Primary Servers 1

Secondary Servers 1

Spiralling costs demand a solution

With nearly 1,000 students and faculty at Colchester Grammar, it's easy to see how print costs could spiral out of control. A frustrated IT department started the search for a solution to control student printing, and work with faculty on how to manage their own printing costs.

With so many student groups and faculty departments, Hill needed a system that was flexible and customizable. It would be optimal to find a way that any networked printing system could differentiate between those groups and then provide them tailored options. .

Finding PaperCut NG – a speedy solution

After researching a variety of products, Hill settled on a free 40-day trial of PaperCut NG. The first thing he noticed was the speed.

The initial deployment took around four hours, and put in place automatic monthly quotas for student printing. Students were given a quota of £3 to £5 per month depending on their academic year level. There was no need to wait for the trial to finish, the school were sold and purchased the full version.

The success of the student roll out encouraged Hill to implement monitoring of staff and faculty printing to raise awareness of waste and get them to decide whether documents really needed printing.

Most staff and faculty printing is performed from workstations attached to local printers. Hill rolled out PaperCut NG to these workstations, taking two days to deploy and test on 57 staff and faculty. A simple script enabled the deployment to workstations to initiate a customized secondary server installation.

Reducing the load on IT

Student requests to the ICT Support Team for additional credit has reduced substantially.

Customized to groups

Selected students have limited administrative rights to grant additional credit. Upper limits are set for quotas to prevent quota build up if the entire amount is not used before the next is issued.

Instructors can distribute top-up cards to students when an assignment requires extra printing. This has significantly reduced the number of student requests to the ICT Support Team for additional credit.

Setting up Shared Accounts with personal identification numbers (PINs) provides a mechanism for allocating printing across departments and groups. Department heads now receive reports at the end of each term that summarize the printing to be charged back to the department. Transaction reports for individual staff members and printers are retained to support the departmental charges.

Overwhelming results

The introduction of PaperCut NG slashed wasted paper generated by student printing down to 100-150 sheets a week from the previous 1000-1500.

Setting parameters on specific types of printing, such as limiting page sizes to A3 or A4 eliminated a systemic problem known as the "PC load letter error", where some applications set the default page size to the US standard 8.5 x 11 inch paper. Prior to implementation, this error was a significant service call generator for the ICT Support Team.

Hill says there are "too many favorite features to list", but particularly loves Page Level Color Detection.

User pays

"It's great to know that people are being charged for exactly what they are using, whether they have remembered to switch the printer into 'grayscale' mode or not." IT Manager, Chris Hill.

To contain spiralling print costs, email or visit
sales@papercut.com
papercut.com