

## Education Customer Story

# Recovering costs, enabling print choice



## Management Need

With more than 6700 students and staff printing at SUNY Geneseo, the paper use, and paper waste was enormous.

The university needed a printing infrastructure that would help bring printing costs under control, and provide a way for students to pay for printing on a per-cost use. The IT team also wanted to track printing usage across the entire school, which spanned multiple faculties and departments.

## The Solution

PaperCut NG was implemented across the entire school enabling self managed printing for students and faculties. An integrated payment gateway easily allows top-ups to their existing card system once quotas are exceeded.

Administrators track how much printing is being performed, and whether there are any problems that need attention.

## Result

The IT team at SUNY Geneseo can easily monitor print usage from a web-based admin login, which brings their time and print costs under control.

## GENESEO



### Customer Profile

**State University of New York at Geneseo**

**Country** USA

**Staff** 1,050

**Students** 5,730

**Website** [geneseo.edu](http://geneseo.edu)

Located in the historic village of Geneseo, the State University of New York at Geneseo (SUNY Geneseo) is a premier public liberal arts college with a rich tradition of academic excellence. SUNY Geneseo is dedicated to developing socially responsible citizens.



### Configuration

**Product** PaperCut NG

**Grayscale Printers** 267

**Color Printers** 20

**Primary Servers** 1

**Secondary Servers** 1

## Customization

There are many options within PaperCut NG that allowed SUNY Geneseo to find a customizable solution that best suited their circumstances.

## Costs getting out of control

Most universities have printing challenges, but for the State University of New York with more than 6,700 students and staff the excessive paper use and waste was a growing concern.

The expense and time put into printing was overwhelming the IT team. They needed a solution that would take care of print management and make sure that students were given the opportunity to print documents on a per-use basis.

## Finding a solution

Two IT engineers and the Oracle DBA spent three months fully testing then implementing PaperCut NG. Integration with existing Oracle applications was important, so the team followed the [PaperCut NG Implementation Guide](#) to ensure that all critical functions were tested prior to full deployment.

The rollout took some configuration, but thanks to the customization options available within PaperCut NG, SUNY was able to find solutions quickly.

## Cost recovery

Reviewing printing costs versus money spent for toner and maintenance, supported increasing the price for color printing to 30 cents per page.

Charges were also added for large paper sizes, and discounts were added for duplex printing. The IT staff worked with a student environmental group on campus to communicate the benefits of duplex printing and inform the users of the new discount through articles in the campus newspaper.

## Saving staff time

When PaperCut NG was first deployed, students purchased credit through their campus student accounts. This was inconvenient because it took a day for the accounting staff to post the credits to the student PaperCut NG accounts. Students who needed to print immediately had to use the library printers where an attendant would take payment for print jobs. A year after initial install, the TouchNet™ Payment Gateway was added. This allowed students to add credit immediately using the PaperCut NG User Web Interface.

Several IT staff members have access to the PaperCut NG administrative functions, giving them more power. Most of the administrators have limited responsibilities for the equipment in their area and only need access to a few of the administrative functions.

Selectable administrative rights were configured to limit access to the precise administrative scope and functions that are required by staff.

## Reporting the key

Now, instead of printing costs running out of control, everything is reported and monitored.

- ▶ Reports are used by the Computing & Information Technology Department to perform quarterly resource assessments.
- ▶ New equipment cost is justified prior to purchase.
- ▶ Existing resources are relocated to high use areas based on the information obtained from the Busiest Printers and Printer Usage – Summary reports.
- ▶ Reports are also used to monitor high volume staff and faculty printing in order to confirm requests for additional quota.

Without PaperCut NG, none of this would have been possible.

## The future: BYOD

With printing costs down, the PaperCut NG implementation at SUNY Geneseo continues to evolve.

Future plans include adding a Manager Mode Hold/Release Queue, allowing library staff to hold jobs in a release queue until users have paid.

Introducing Shared Accounts will also assist with departmental cost allocation.

Finally, enabling PaperCut NG's Web Print will allow users to upload documents for printing from their personal computers that are not authenticated to the network.

Find out how to recover print costs, email or visit

sales@papercut.com

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