

Groundbreaking PRINT strategy helps University improve student services and reduce costs

With help from Ricoh company IKON, Liverpool John Moores University has implemented a new and progressive PRINT strategy. The strategy, which encompasses document management as well as printing and copying, has dramatically improved the range and quality of services available to students and staff, whilst helping reduce waste and control costs.

The Challenge

One of the UK's largest universities, Liverpool John Moores University (LJMU) has 24,000 students. The University provides print facilities for students and staff, at a total cost, including external printing, of nearly £1.7m in 2007 and with a print volume estimated to be 60 million pages.

Existing equipment had limited functionality and was not the most efficient, cost effective or eco-friendly. A strategic review identified the need to improve facilities, reduce the volume of material printed, encourage the use of environmentally friendly processes, simplify the charging process and provide the means to capture hard copy information.

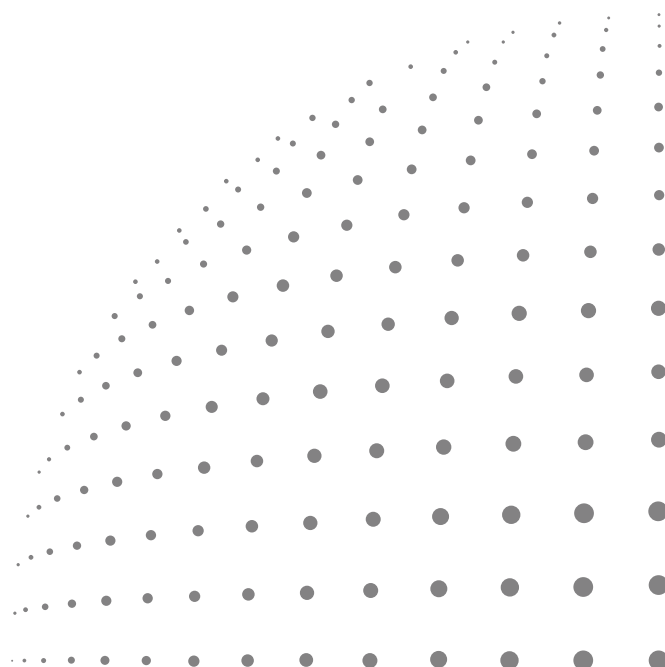
Delivering the Solution

Ricoh company IKON replaced the existing printers and photocopiers with more capable and cost efficient multifunctional products (MFPs). The networked MFPs are used by students and staff for printing, copying and scanning. In locations where dedicated printers were still required, legacy printers were redeployed and are maintained by IKON.

An Equitrac print management system installed by IKON provides 'FollowMe' printing. Rather than print to a specific device, students and staff release work at their convenience from any multifunctional device - mono or colour - by simply tapping their LJMU identify card on a card reader.

New production print equipment was installed in the centralised print room and the print room manager TUPE transferred to IKON. IKON's TRAC print room management software suite automates complex processes such as job ticketing and printing, enabling print room staff to provide a faster, more cost effective volume print service.

A rolling programme meant that new equipment and software was installed in three phases. IKON worked closely with University staff throughout the process to ensure a smooth transition of services. The change programme was facilitated by University PRINT Champions who promoted the benefits of the new strategy to users.



Customer Benefits

The new facilities are centrally managed. WebSmart Monitor alerts IT and departmental staff to printer related issues, enabling many problems to be rectified before they are apparent to users. The software also allows automated meter readings to be taken. To be more eco-efficient the University has enforced duplex printing as the default for all devices.

The secure 'FollowMe' print solution reduces bottlenecks, simplifies printing for users and provides the University with the means to recharge costs. Integration with a third party wireless solution means that laptop and remote users too can send and collect print from virtually any location on campus.

Peter Hinton, Executive Director of Infrastructure Planning at Liverpool John Moores University, is pleased to report that the new PRINT strategy is making a positive contribution to University life, saying: "We have improved facilities. The new equipment offers much wider functionality. As well as printing and copying, the MFPs are used to scan documents to the University's electronic blackboard."

Peter believes that other colleges and universities would benefit from adopting a similar PRINT strategy. "With IKON's help, we successfully pioneered a strategy that offers advantage to the wider education sector. By simplifying workflows and controlling the print environment, we have cut waste and reduced expenditure."



- Efficient multifunctional products
- Secure FollowMe print solution
- Eco-efficient print rules
- Managed print room facility
- Improved student and staff services
- Reduction in waste and expenditure

About the Customer

Liverpool John Moores University is an innovative and forward-thinking institution and, with approximately 24,000 students, is one of the country's largest universities. Strengths include Sport and Exercise Sciences, Physics, Astronomy, Computer Science and Informatics, Electrical and Electronic Engineering, Architecture and Built Environment, Anthropology, Biological Sciences and General Engineering. It is a Centre for Excellence in Teaching and Learning in sport, exercise, dance and physical activity, and is the only University in the North West to be awarded Skillset Media Academy status. A £180 million building programme to be concluded by 2013 includes an Art and Design Academy and Life Sciences building housing the Schools of Psychology and Sport and Exercise Sciences.

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