

Total print management from HP saves
Lincoln University over £100,000 a year

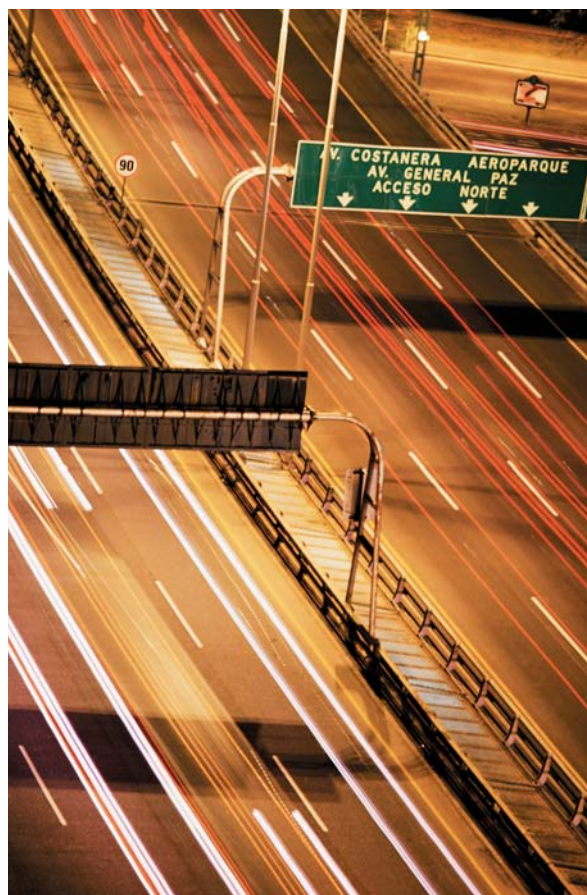
The HP logo is displayed in white lowercase letters on a dark blue background. The letters are bold and sans-serif.

“We had particular problems that we had to address which were cost saving, the introduction of fees and improved printing. On all three counts, the HP solution has met our requirements excellently and we see a saving of at least £100,000 a year.”

Professor David Chiddick, Vice
Chancellor, University of Lincoln



UNIVERSITY OF
LINCOLN





The University of Lincoln was founded in 1996 by the town's businesses and local authority. It was to act as an incubation centre that would 'seed bed' new industry in the local community. Having decided to specialise in the areas of media production and computer sciences, it has become one of the UK's fastest growing universities.

This rapid growth posed a real problem in terms of IT, and in particular printing and imaging, which was prone to wastage and queuing, bringing complaints from both students and staff that the university print systems had just not kept pace with the latest technology.

Total chaos

"It was totally chaotic", said undergraduate Emma Hardy, referring to the retired printing system at the university.

Lincoln University's Director of Computing Services, Adrian Wheal explained: "The problem with the setup we had before was that we had a lot of different makes and models and we made our problems worse because printing was free and students were printing out large posters at our expense."

The university prints around 20 million copies a year - the equivalent of £1 million at basic costs, and it had no user accountability.

Avoidance of waste

"What we needed was a facility that took back to the individual the responsibility for avoiding waste," said Vice Chancellor of the university, Professor David Chiddick.

Added Wheal: "We were looking for total print management, looking at the total lifecycle of cost and

advanced deployment of printers, with the right number in the right place with the right speed and capability."

After testing the market, the University chose HP and its partner, SafeCom, to provide these solutions. It leased 85 HP LaserJet 9000MFP multifunction printers that print, copy, scan and digitally send and spread them throughout the university, paying on a cost per page basis. Lincoln previously bought its printers and leased its copiers separately, charging for copies but not for print. The new HP solution has streamlined this into one device for both functions, one acquisition method based on cost per click, and one charging and authentication method for both copying and printing. By changing to this method, the university achieved an immediate revenue stream with no capital outlay and has eliminated waste. The solution funded its own implementation costs.

Better balance

The result is a balanced deployment of services that has cut costs and reduced print volumes by 25 per cent. Users are each given a PIN and account number and are started with 200 credits. Print jobs go to the central print server and sit there until the users walk up to any printer anywhere in the university, key in their numbers and select the job they want to print. Through the systems 'Pull Printing' capability, the print job then 'follows' the user to the printer they have decided to use.

"We had particular problems that we had to address which were cost saving, the introduction of fees and improved printing. On all three counts, the HP solution has met our requirements excellently," added Professor Chiddick. "We see a saving of at least £100,000 a year."

Challenge

- The UK's University of Lincoln had no optimised imaging and printing environment.
- This resulted in high costs and much wastage.
- The service was inefficient, the results were poor and both students and staff suffered.

Solution

- The University called on HP and its partner SafeCom who installed a total print management solution with variable costs.
- A balanced deployment of 85 HP LaserJet 9000 multifunction printers was spread throughout the university, leased and paid for by the page.
- These were networked to a central print server to provide 'pull' printing with a chargeback to users.

Results

- Students and staff have an improved level of printing and imaging.
- Costs have been dramatically reduced and print volumes cut by 25 per cent.
- The introduction of fees brings more accountability to individuals to recover costs and avoid waste.



Customer at a glance:

Industry sector: Higher education

Name: University of Lincoln

Headquarters: Lincoln, UK

Founded: 1996

Telephone: +44 (0) 1522 882000

Number of employees: 1,075

URL: www.lincoln.ac.uk

Why HP?

- HP offered an attractive payment solution on a click charge basis that eliminated any capital outlay and funded the implementation.
- It had the right kind of equipment and services.
- It included the support of a local reseller.

Hardware

- 85 x HP LaserJet 9000MFP multifunction printers

For more information on how working with HP can benefit you, please contact your local HP sales representative or reseller, or visit www.hp.com.

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