



Johnson C Smith University | United States Education

Founded in 1867, Johnson C. Smith University is located in Charlotte, N.C. and has been ranked several times by U.S. News and World Report as one of the best comprehensive colleges in the South. It is a private liberal arts university offering a progressive curriculum of 22 degree options for undergraduates and one graduate degree to nearly 1,600 highly talented and motivated students from a range of backgrounds. Johnson C. Smith University is a university with proud HBCU traditions and a future aimed at diversity.



This is the fourth system we have tried over 15 years; and it has been the only system that has ever satisfied every department's needs and requirements. It's nice to not need to constantly monitor the system.

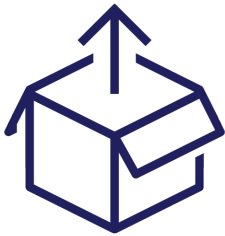
William Watkins, IT Security Specialist





Customer challenges and requirements

■ The main challenge was to find a solution to address the needs and requirements of the unique university environment including faculty, staff and students. The university used multiple VLANs, as student traffic is dispersed, and had to maintain multiple servers to accomplish print and scan management. Previously the university used three different software vendors. Despite there being three print management solutions in place over the last years, these were not sufficient to address users' needs and a lot of complaints from various faculties and staff were received. None of the three systems could accommodate the separated VLANs seamlessly between faculty and staff. The number of requests for refunds was high for different reasons. Firstly, the spool file was accounted for but students cancelled or deleted their print jobs. Secondly, students had only one computer station from which they were able to release documents to one of 15 student printers located around the campus; unfortunately students were often unable to collect their print jobs promptly. Monitoring and managing emails for refund requests was time consuming. In addition, misplaced/uncollected student prints ended up as paper waste. University IT Department also wanted to ensure security while providing printing services to the various departments.



The solution

■ The solution provided included Canon hardware combined with uniFLOW, an output management software from Canon/ NT-ware. Initially uniFLOW was implemented for the faculties' staff only; previous experience meant there was a lack of confidence that one system could handle all areas of the university. After six months, the IT team felt sufficiently confident to expand uniFLOW to the entire university, including the separated student VLANs. To address students' needs, implementation of mobile printing via email to print as well as the mobile app was a priority. Students, faculty and staff can now utilize the entire fleet while properly being charged against personalized and department budgets across multiple VLANs.

Students can authenticate with their university issued student badge at all devices to release their print job. When using a student printer, costs for the print jobs are deducted direct from their budget. If a student uses a 'non-student' printer, it is automatically assumed the printing is for a faculty therefore costs are deducted from the faculty budget.

Connected devices

- 50+ Canon imageRUNNER Advance
- 30+ Canon imageCLASS

Software solution

- uniFLOW Enterprise Edition
- Statistics
- Secure Public Print/ Guest Printing
- File Format Conversion



Benefits

■ uniFLOW is the first solution able to provide one platform to control the entire print and scan environment across the multiple VLANs. The faculty, staff and students have placed their confidence in the system's resilience and user satisfaction has increased significantly. Instead of complaints, the IT department receives requests for new features, including individualized capture workflows from faculties and staff, which have been added to the print and scan environment. The seamless integration of uniFLOW as one platform approach saves time and increases productivity.

Students and faculty value the new solution and identified mobile printing as their favorite feature. Job submission is available via email print, AirPrint and the uniFLOW applet. This has led to a higher print device utilization. At the same time, the university saves costs as no additional computer stations are needed. The number of requests for refunds has significantly decreased to almost nil and paper waste has been reduced.

Previously the IT department was constantly monitoring the various servers for service issues or adjusting workflows, which were unreliable. Since uniFLOW's implementation, this is no longer the case. The single uniFLOW platform manages all user groups (faculty, staff and students) and provides printing on multi-vendor devices and guest printing.