

Success Story:

HP introduces the first real-time billing system for document printing for a Korean university



“JetAnywhere is a simple, but powerful solution for us to meet students’ demand for document printing efficiently without the need to collect payment manually. With better control over our HP printing devices in 14 locations, we have enjoyed significant cost savings.”

Han Myung-Hee
Head of Computer Education Team
Keimyung University



계명대학교
KEIMYUNG UNIVERSITY





Keimyung University builds on a heritage of 50 years, providing Christian higher education in southern Korea. Today, it is a reputed centre of tertiary education for 27,000 students in 20 colleges across three campuses in Daegu City. Apart from its academic excellence and the scenic campus that is it known for, Keimyung University is in the forefront of incorporating advanced IT infrastructures among Korean universities. Among its many IT investments, the university recently introduced a unique real-time printing billing solution for its computer laboratories – JetAnywhere print solution – the first of its kind to be implemented in the country, which represented the most advanced and convenient system used by a university in Korea.

Printing Inefficiencies

Keimyung University realised that students preferred to use computer laboratories more than libraries. Computer laboratories attracted students from IT-related courses and other students who needed to surf the internet for research or information.

To facilitate the university's printing needs, 26 HP monochrome and color printers and about 1,100 computers were deployed across the university's 14 computer laboratories. Before long, the university faced problems with its fleet of printers as it was unable to determine how much the campus was printing and maintenance costs were high. Another issue was in its ineffective efforts to collect printing fees from students.

"Annual printer maintenance cost, including toner and paper, for the 20 printers in our laboratories was 60 million won (US\$54,545)," complained Han Myung-Hee, Head of the Computer Education Team at the university. "It would not be prudent to hire a resource to manage the printers for each computer laboratory, nor could we afford to have our assistant instructors spend time collecting money from the students for every printout."

The payment system was also open to abuse. Students who were supposed to count the number of printed pages themselves, frequently under-paid for their printing jobs. Others would print random pages from the internet and leave them at the printer, resulting in wastage.

Keimyung University then decided to introduce cash-recognition machines for every printer. The user could insert cash into the machine to print a desired number of copies. However, this system was hardware-based and would often breakdown or fail to recognise the cash deposit. The machines also had high depreciation costs.

"We used 10 machines and each cost about 2 to 3 million won (US\$1,818 to 2,727)," said Han. "It was time we replaced all of them."

Chaos to Order

To help address these problems at Keimyung University, HP implemented the JetAnywhere print solution jointly with one of its solution partners to offer advanced real-time billing and printing control features.

“Running the computer laboratories has also been so much easier for our managers,” commented Han. “They can see the volume of prints at a glance and track printing usage over time. This has resulted in about forty percent increase in productivity!”

With JetAnywhere print solution, users can enjoy anywhere, anytime printing from either a high-speed wired or wireless access point in a public place. Users can print and pay for their printouts at convenient locations.

Unlike the previous cash-recognition solution, JetAnywhere is a software-based solution that was easy to set up and easy to use. A billing server was introduced to every computer laboratory, which was networked to all computers.

A student could purchase a debit card with a specified stored value. When the unique serial number from the card was keyed into the computer, a record of the remaining stored value would be displayed. The amount used for a printing job would be subtracted from this stored value every time. The fee would be billed automatically without the need for the student to count the number of pages.

Enhanced Control & Management

With an effective solution like the JetAnywhere print solution, Keimyung University was able to track usage and costs accurately and manage its printing fleet across its 14 computer laboratories. These benefits had resulted in lower toner cost and reduced paper wastage from the students by thirty percent.

For students, the system brought about a host of conveniences. With their debit cards, they could print their documents at any of the computers on campus where the solution was installed.



With the success of the JetAnywhere print solution in the computer laboratories, Keimyung University plans to introduce the system to libraries, faculty practice rooms and more. The billing server's ability to calculate the print volume by the amount billed would certainly help in maintaining each faculty's supply costs neatly within budget.

Challenges

- Simplify payment system for printing jobs in 14 computer laboratories
- Enable accurate, reliable and real-time payment for printing jobs using debit cards
- Reduce wastage of paper and toner
- Eliminate manual payment collection and reliance

Solution

- JetAnywhere print solution
- 26 HP LaserJets 4050, 4100, 4200 and HP Color LaserJets 4500, 4650, 4600

Results

- Enhanced control of printer management costs
- Payment convenience for students
- Reduced paper and toner wastage at computer laboratories by 30%
- Increased productivity for staff by 40%
- Reputation as the first university in the country with a real-time billing solution for printing jobs

At a Glance

Company: Keimyung University

Headquarters: Daego City, Korea

Founded: 1954

Students: 27,000

Telephone: 053-580-6300

URL: www.kmu.ac.kr/e_kmu/

Primary Business: Tertiary education