Print and Mail Services Information Session

April 14, 2016

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Integrated Mail and Print Services

- **Integrated approach** to create synergies between the Mail and Print Centers to streamline processes and better serve campus

- Redesigned Mail and Print Centers with **rebranding**

- **Naming contest** rolled out to allow students the opportunity to participate in rebranding the new Mail and Print Centers

- Marketing and Change Management Campaign to help bring **greater visibility** to mail and print services available to students, faculty and staff

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Program Overview

- Managed fleet of multi-function devices with an easy to use, consistent interface

- Enterprise-wide **secure tap and release printing**, offering flexibility to use any device to release job (direct print or follow me print)

- **Web to print upgrade** that will provide a more user friendly experience

- **Proactive monitoring** of devices that provides alerts when service or support is needed

- All service or supply needs will be handled by the Creighton Help Desk

- **Centralized management** of print shop operation

- Support of mail operation through processing and implementation of presorted, direct mail campaigns

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Program Milestones

3/11:
- Assessment Completed

NOW
- TCO and Recommendations in progress

NOW
- Testing in progress - Once completed we will start with device deployments in departmental and administrative areas

5/23
- Transition of Student Print – 5 to 7 business days to complete

5/16
- Transition of Criss Print Center – 5 to 7 business days to complete

5/30
- Transition of Murphy Center – 7 to 10 days to complete

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Program Technology

Tap & Release:

Enterprise-wide secure tap and release provides all Creighton users the flexibility to print, and release at any device on campus.
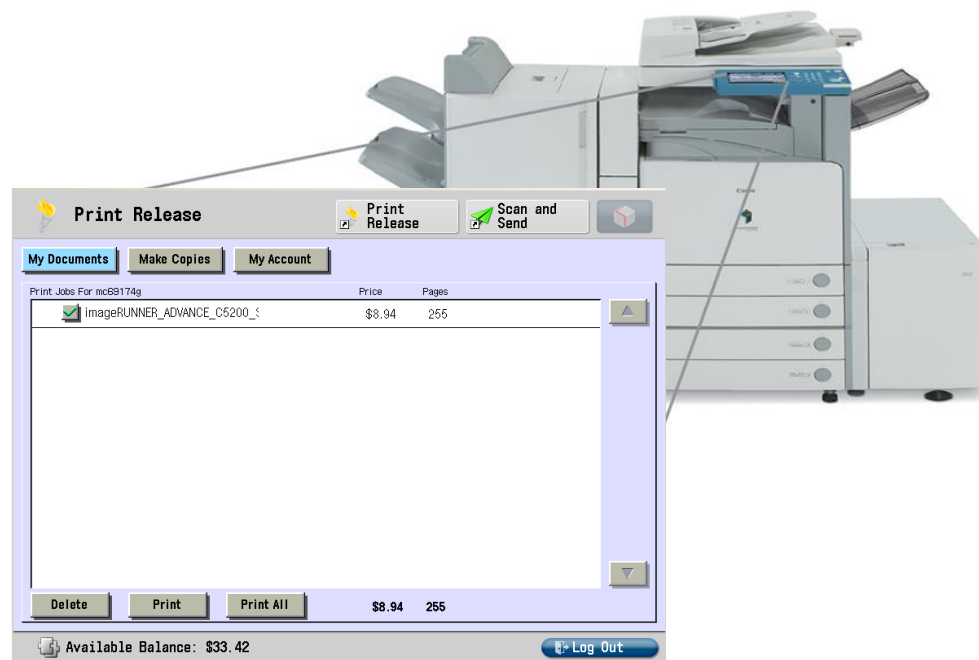
Program Technology

Ease of Use: With the same user interface on most Canon models, your user experience is the same regardless of the device you use; resulting in a quicker, and easier transition.
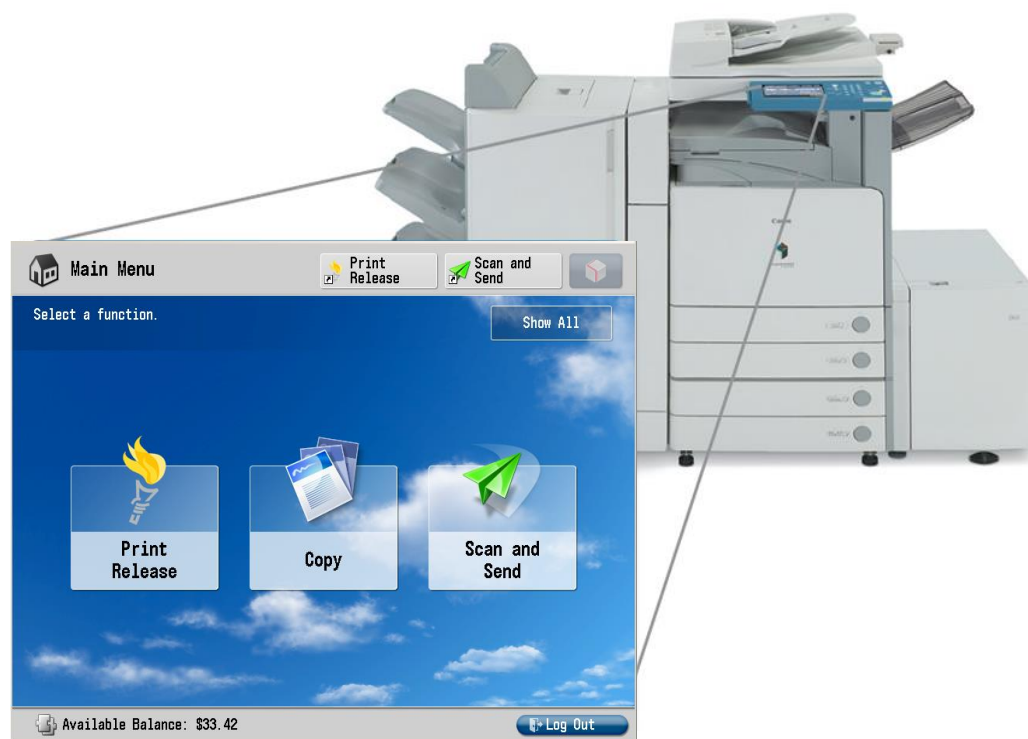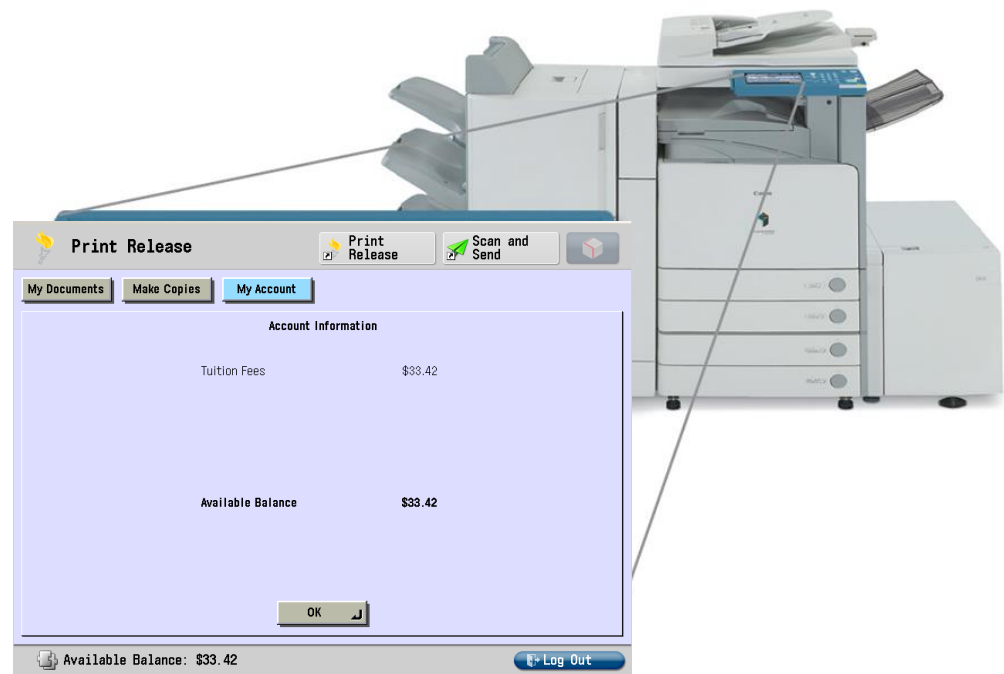
Program Technology

Release only what you want to print: Not only can you <u>see the total cost</u> for each print job right from the Print Release window, you can decide what you want to print.
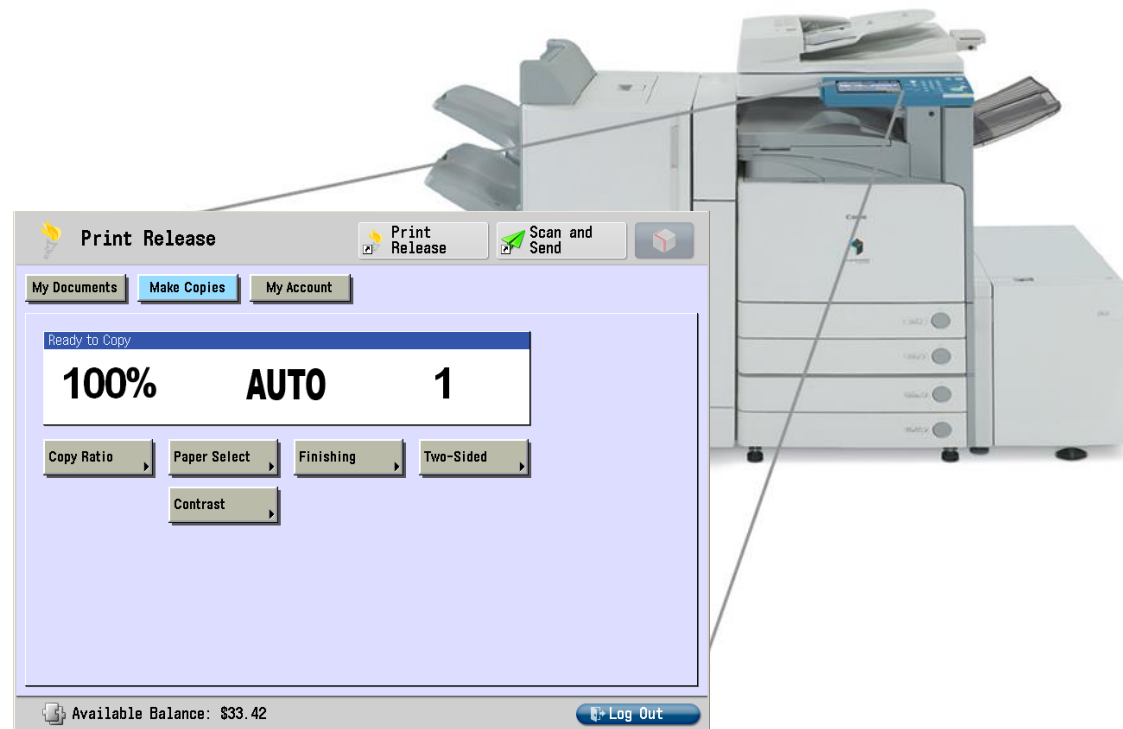
Program Technology

Track Costs: Track your <u>available balance</u> on the *My Account tab* on the Print Release window. The ability to track usage ensures accurate accounting of print expense by cost center.
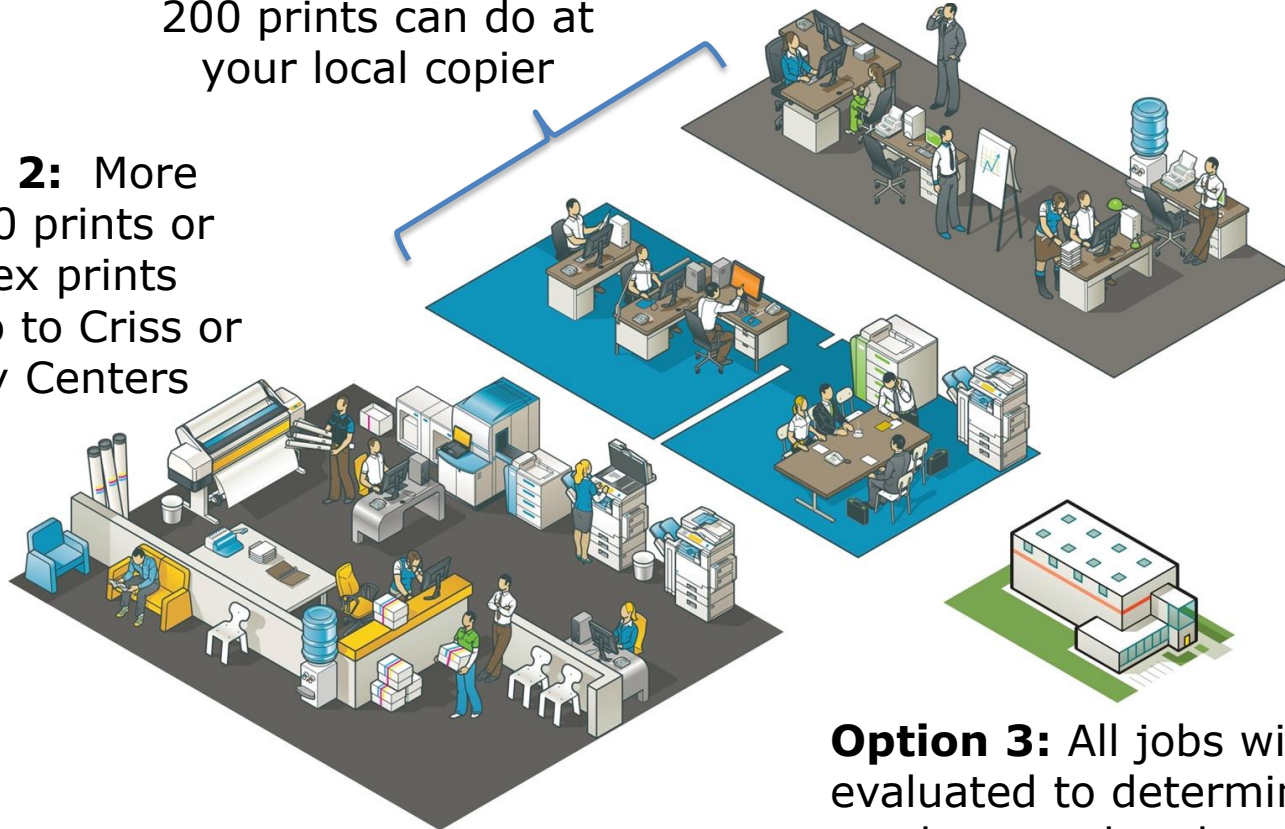
Program Technology

Advanced Print Settings: Forgot to choose staple? Need more than 1 copy? You can edit your print settings right at the machine.

Print Guidelines

Option 1: Less than 200 prints can do at your local copier

Option 2: More than 200 prints or complex prints should go to Criss or Murphy Centers

Option 3: All jobs will be evaluated to determine if they can be completed onsite or if they should be outsourced

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Sustainability

The new Managed Print Services Program offers some great opportunities to improve environmental efficiencies:

- Device Toner Cartridge and Container <u>Recycling</u> Program
- Establishing <u>default print setting</u> standards that support environmental efforts, including Duplex and Black and White
- Introduction of <u>Pop Up messages</u> that inform users when their print job could be produced in a more responsible or cost effective way

The following systems will also be put into place to support the program:

- <u>Training materials and Quick Reference Cards</u> with a focus on environmental features
- <u>Communication of Environmental targets</u> and successes to faculty, administration and student user groups

Questions?