

Education Case Study

Grammar school



The Challenge:

- To analyse the use of the printers by class or by pupils or by nature of jobs to monitor printing costs.

The Solution:

- Xerox Document Centre 440 connected to the network bundled with a standard version of the FollowMe solution.

The Results:

- Thanks to the detailed information provided by the system, an action plan has been developed. A monthly volume analysis is performed to verify the situation is under control.

Customer Profile

Grammar school with 600 pupils

The Challenge

With the development of the Internet, pupils use more and more electronic documentation instead of books to do their research. The consequence of this evolution is a reduction in the volume of copies and an important increase of prints.

600 pupils study in this grammar school and have access to 8 PC in the library to do their home works, searching information on the Internet. The PC are in a self service area and no login / password are required to connect to the web. No one considered printing issues at the time the PCs have been installed. The personal printers currently used by the librarians were not designed to print the high volume of documents generated by the pupils. Problems of organisation as well as costs issues appeared because of the global increase in printed volume.

Usually, when a print job is done, the document is immediately printed. In the library, frequently several pupils were printing documents at the same time. They then gathered in front of the printer looking for their jobs among the pages which were accumulating in the printer output tray. This naturally ended in a scuffle and the librarian often had to maintain order. She couldn't fulfil her duty of assistance and advice to the pupils. No statistics of attendance of the library by the pupils were available.

The management noted that printing costs were considerably increasing, because of the increased volume of Internet printed matters. But no real analysis could be made on the actual use of the printers by class or by pupils or by nature of jobs.

The Solution

To solve these issues, the headmaster of the grammar school decided to purchase a small black and white multifunction copier connected to the network bundled with a standard version of the FollowMe solution. The FollowMe server is installed on the Windows PC used for the administration of the library. This is made possible because FollowMe runs as a service and doesn't require any dedicated hardware. The multifunction copier is equipped with a FollowMe connection kit connected to the network.

Personal proximity cards are given to each pupil in order to enable them to identify themselves in front of the copier. All the prints generated by the pupils from their PC are stored on the FollowMe server. When they wish, they could release their jobs, one after the others, one at a time, by waving their cards in front of the copier. The jobs in the print queue are printed in an orderly and efficient manner, and there is no more confusion due to wrongly sorted editions.

The librarian can dedicate more time to support and advice the children and she is smiling again.

Statistics on all prints and copies are collected and stored in a SQL database. Information collected include the date and time of the job, the pupil name, the printer identification, the document name, the number of printed pages. From these transaction logs, it is possible to generate a detailed reporting of the activity.

We now really know who prints what, when, where. Two cost information are calculated for each operation, one using the printer cost price and one using the printer selling price (credits consumed by the pupils). Using a simple web browser, each pupil can review his jobs history. He can also delete pending jobs which became useless or have been printed by mistake. All this participate to the education of the pupils on cost management, here applied to printed materials.

The easiness of the implementation must also be pointed out :

- the identification is friendly ; a popup window shows up so the pupil can enter his identification and password every time he prints from a self service workstations.
- the installation is fast : the list of the pupils is quickly imported into FollowMe from the administrative databases.
- the service runs without interruption : SQL database allows the production of all kinds of reports and the data base maintenance without stopping the printing services offered to the pupils.

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The Results

FollowMe improved the working conditions in the library.

The studious atmosphere is back. There are no more noisy groups of pupils around the copier to sort and collect their documents.

Printing costs are now effectively analysed and monitored.

Thanks to the detailed information provided by the system, an action plan has been developed. A monthly volume analysis is performed to verify the situation is under control. Free credits have been granted to each pupil for their regular works, and everyone pays for all prints or copies done once his quota is totally consumed.

The teachers and the librarians integrate FollowMe in their educational process.

The teachers use the statistics to know the degree of attendance of the library of each pupil and can detect those who never go to library. This report helps them to identify the pupils facing learning difficulties and to provide them a customised support.

The librarians analyse the prints by nature.

They check which sites have been visited, and verify if the teachers recommendations have been followed. The statistics of prints by hours and classes were used to modify the attendance schedule of the library to even the attendance during the week.

In addition, the statistics of use per time section and class allowed to modify the schedules of opening of the library to control the frequentation during the day.

Thanks to FollowMe, the copier plays an important role in the education process.



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getting results.*

Together we can.

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