

Mobile Printing Case Study Wheaton College

Founded in 1834 Wheaton College is a top ranked, private liberal arts college in Massachusetts. Wheaton prides itself on offering transformative education to intellectually curious students.

The challenge

With 2,000 students and staff using their own Macbooks, laptops and tablet devices, Wheaton's IT department were inundated with requests to activate personal devices to print to network printers. Unfortunately with their existing printing platform, each device had to be set-up and, depending on the operating system, required a different installation process. The IT department would spend hours setting up print drivers, during which time many students had no choice but to queue to print from network PCs in the library.

The solution

Wheaton looked for a low maintenance solution for secure mobile printing and wanted to replace their aging printers and copiers with a consolidated fleet of Multifunctional printers (MFPs).

After a thorough market evaluation and running several test environments, FollowMe by Ringdale was selected for its easy to implement mobile printing technology. The solution enabled users to quickly submit their print job via email or upload to the web platform.

FollowMe was installed on MFPs across the entire campus. The intuitive interface enabled user authentication and print job management directly from the MFP touch screen.

To reduce IT overhead, system administrators could manage the entire printing environment with a central, web based administration tool.

"FollowMe gives us full control of print costs, while enabling students and teachers to use the latest mobile technologies to print quickly anywhere across campus"

Brian Gibson, Senior Systems Administrator, Wheaton College

Key benefits

- Free-up valuable IT resources
- No driver installation on 2000+ devices
- Effortless mobile printing for students and staff
- 60% reduction in print volumes within five months
- Accounting capability to recover student print costs

Outcome

The IT department saved hours of support time, with no applications to install for mobile printing.

Students and faculty staff were thrilled to have the ability to quickly print the documents they need anywhere on campus from their personal computers and tablets without set up.

All print jobs are now held on a secure server, to be printed by the owner, only after they authenticate at the MFP with their college ID badge. For print jobs printed via Google Drive, mobile or tablet devices, default settings for monochrome and duplex printing were applied to minimize print costs. Within five months Wheaton saw a 60% reduction to overall print volumes.

By attributing print usage to ID badges, all printing and copy activity is recorded and costs accounted on a per student, teacher and faculty basis. The Finance department had intuitive reporting tools to charge for color printing, freeing up funds to invest back into the college.



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