

Fuji Xerox gets an “A” from Taylor’s University College

Solving students’ multiple printing needs with one efficient answer!

At A Glance

The Challenges

- Campus-specific accounts which result in multiple print accounts
- Troublesome to print from a shared drive facility, often resulting in missing print jobs
- Low productivity from IT staff who are distracted by the management of output devices

The Fuji Xerox Solution

- A single print account that is applicable to all campuses
- The ability to print anywhere with a shared drive facility
- Dedicated onsite DocuCare technician to manage device breakdowns or paper jams

The Results

- Students enjoy greater convenience and flexibility, allowing them more time to concentrate on their studies
- Administrative and IT staff can better manage their core responsibilities
- With quality service and top results, Taylor’s University College’s reputation is enhanced

Established in 1969, Taylor’s University College is one of Malaysia’s most renowned institutes of higher learning. Today, it is home to over 10,000 students, with six campuses within the Klang Valley. The College offers students a wide selection of disciplines, preparing them to enter prestigious universities overseas. A new campus is expected to be ready by 2010.

The Challenge

Lecture notes, research materials and rushed assignments – college students often have seemingly endless piles of readings to photocopy or reports to print. At Taylor’s University College, this was made more complex with its large student population spread across its campuses, each with its own printing requirements.

- **Multiple accounts.** At each campus, students had to log into their own account to print documents. These accounts were fixed to each campus and could not be transferred to another location. Students were required to maintain a few accounts for printing.
- **Missing print jobs.** Printing from the College’s shared student repository facility known as the X Drive was cumbersome. Students could only print from shared computers in the campus to specific devices. During assignment submissions or exam season, there were long queues of students waiting to use the devices. Furthermore, if one didn’t quickly run to the devices and wait for the printout, the document often went missing.



- **IT staff productivity affected.** College staff had to take time away from their core responsibilities to manage device breakdowns and paper jams.

However, these challenges were faced by Taylor’s University College staff and students for a relatively short time as management quickly identified the need for Taylor’s University College to update their current printing solution.

It was clear that Taylor’s University College had to put in place a new scalable, flexible printing solution to manage current issues and support the printing requirements of its fast-growing student population.

The Solution

Formula For Success

A comprehensive set of innovative solutions from Fuji Xerox was implemented to resolve Taylor's University College's printing needs.

- **Fuji Xerox Apeos Solution.** Fuji Xerox's Multifunction Devices (MFD), ApeosPort integrated with Equitrac for ApeosPort using Apeos iIX Technology now give students the freedom to print from any MFD within the campus. If one MFD is used, the student can simply move to the next machine to collect the printout. And since the whole solution is now web-based, students only require one single account for printing no



MFD "Follow-You Printing" job release screen

matter which campus they are in. Transactions are carried out in real time, allowing for the immediate processing of print jobs. This is available 24/7.

- **Integration Of X Drive.** Taylor's University College's shared drive facility, the X Drive,



MFD View



Internet View

has been integrated into the total solutions, giving students easy access to it. Based on the Apeos iIX technology, the X Drive access was developed for MFDs with the same user interface to ensure added ease-of-use. Students are now able to seamlessly access the shared drive to save, view or print documents through MFDs or through internet access.

- **Dedicated Support.** Fuji Xerox has also assigned a dedicated DocuCare technician to be based in Taylor's University College to provide constant monitoring of printers and MFD hardware. The technician replenishes consumables and provides ongoing training on the use of the Fuji Xerox systems for new students and staff members, and is also on hand to provide quick fix-its. Other problems can be directed immediately to a dedicated help desk.

The Fuji Xerox Answer • ApeosPort

- Equitrac for ApeosPort • X-Drive (customisation)
- ApeosWare Easy Admin • Xerox Office Service
- Pay Station • Docuwide 3030MF-2R

The Results

The Fuji Xerox solution made the grade, benefiting Taylor's University College, its staff and students.

- **Efficient solutions that tackle multiple issues.** Fuji Xerox's comprehensive and well-thought-out network of solutions addresses students' printing needs. With the implementation of a single account, students now have the convenience and flexibility to print around the clock regardless of which campus they are on. With automated Pay Stations, students can enjoy faster turnaround and waste no time queuing. Most importantly, they are all assured of top-quality print jobs that only Fuji Xerox solutions can deliver.

- **Expandable solutions.** Fuji Xerox also recognises that Taylor's University College is anticipating a tremendous growth of students in its new campus. The inbuilt intelligent solution deployed is expandable to support this enormous growth of student population.
- **Increased staff productivity.** Now that Fuji Xerox functions as the single point of contact for all print matters, administrative and IT staff members can resume their core responsibilities while enjoying the peace of mind that all responsibilities regarding output devices are in capable hands.

- **Enhanced reputation.** The quality prints and superior service provided by Fuji Xerox have made a strong impression on students and the public. This partnership also underlines the fact that Taylor's University College is the only leading learning institution that allows its students to access its back-end operations.

With such positive feedback and all-around user satisfaction, Taylor's University College is exploring the possibility of further collaborations with Fuji Xerox on other services, such as the printing of students' result slips and knowledge development.

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For more information or detailed product specifications, call or visit us at

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