

## Ricoh solution enhances university's student and staff services

Humboldt-Universität zu Berlin



**New print facilities provided by Ricoh at Humboldt-Universität have enhanced student services. Students can now collect work from any convenient printer, incorporate information scanned from reference books in their work, and purchase supplementary print services from the Ricoh DocuLounge situated in the university's famous Jacob-und-Wilhelm-Grimm-Zentrum central library.**

### Leading German University

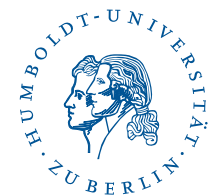
Humboldt-Universität in Berlin celebrated its bicentenary in 2010. The university's imposing main building and multiple faculties are located in the centre of Berlin, on the boulevard Unter den Linden. One of Germany's leading universities, Humboldt-Universität offers 185 degree courses and is home to more than 30,000 students.

Like other universities around the world, Humboldt-Universität provides a range of managed services for students, including, amongst other things, print and reprographics. With the increased use of laptop computers, tablets and other mobile devices, the challenge is to provide accessible and effective print services at an affordable cost.

### Developing and improving facilities

Ricoh has for some time been the university's preferred supplier of imaging equipment. The relationship is founded upon Ricoh's commitment to developing and improving facilities. In a recent technology refresh, Ricoh helped the university enhance student and staff print services.

Using their Studentenwerk (student union) card to authenticate themselves, students, staff and guests can now collect print output from any convenient device. And, using book scanning stations, they can scan and copy hardbound reference books. Costs are automatically debited to the student's / guest's pre-paid Studentenwerk card or, in the case of employees, to the user's group account via the employee's staff card. In the DocuLounge, Ricoh provides a host of added-value professional print services, including binding and lamination.



HUMBOLDT-UNIVERSITÄT ZU BERLIN

### Objectives

- Enhance student services
- Improve print mobility and security
- Introduce book scanning facility
- Provide supplementary print services
- Simplify payment process

### Solution

- Networked multifunctional products
- Secure proximity print solution
- Zeutschel open-book scanners
- DocuLounge print bureau
- Cashless payment system



*With Ricoh's help we have enhanced the quality of services we provide for students and staff. Students can release print securely from any convenient device and have access to a variety of supplementary services."*

Humboldt-Universität

## Optimised print infrastructure

Ricoh optimised the university's print infrastructure, replacing legacy devices with a right-sized fleet of versatile and productive multifunctional products (MFPs). The new MFPs provide the means to print and copy in colour and in black-and-white. Students, staff and guests are instantly familiar with the intuitive operating system.

Rather than print to a specific device, users may now collect print from any convenient MFP. Tapping their Studentenwerk card on the integrated card reader to authenticate themselves, they can select work from their personal print queue. Work that is not required may be deleted before it is printed, eliminating waste and saving money.

Students, staff and guests can purchase supplementary print services from the DocuLounge. The facility is staffed by Ricoh and equipped with professional print and print finishing equipment. Added value services include high volume printing, binding and lamination. The facility is used to produce a variety of material, including exam papers and bound dissertations.

## Supplementary document services

Ricoh has installed Zeuschel scanning stations in the university's libraries and in the DocuLounge. Students, staff and guests can use the high-speed open-book scanners to digitise reference material. Books, maps and other valuable documents are cradled and scanned from above using UV filtered light to protect the content from degradation.

To reduce administration and simplify payment processes, the Ricoh systems support the university's cashless card-based prepayment system. Students and guests use the same Studentenwerk card to pay for print services and purchase meals. Credits are purchased from the Student Union and costs are debited to the user's card. The Studentenwerk card can also be used at other universities in Berlin. Employees have a separate staff card. The cost of print services (not meals) is debited to the user's group account. Ricoh invoices on a monthly basis.

Ricoh manages the document infrastructure for the university, servicing equipment, replenishing toner and recording usage. With students, staff and guests able to release print from any MFP, the new multi-redundant print infrastructure is proving to be more resilient and reliable, reducing downtime and increasing user satisfaction.

## Results

- Collect print from any device
- Secure release and collection
- Book scanning facility
- Professional added-value print services
- Cashless payment system

## Benefits

- Improved student satisfaction levels
- Resilient, multi-redundant print infrastructure
- Reduction in print volume and waste
- Valuable reference books are protected
- Reduced administration

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