



Company

United States Studies Centre

Sector

Tertiary Education

Location

Sydney, NSW



US Studies Centre steps up security

Australia’s relationship with the United States has grown over decades through a greater understanding of each country’s history, culture and aspirations.

Contributing in no small way to that understanding now is the United States Studies Centre, founded in 2006, when the then Prime Minister, John Howard, announced a \$25 million grant. A national competition administered by the American Australian Association awarded the University of Sydney the right to form the Centre, in partnership with the AAA. Although a separate entity, the Centre has been situated at the University since early 2007.

Spanning politics, economics, business and culture, the activities of the Centre include postgraduate degrees and undergraduate teaching, academic research and training, policy analysis, business forums and public education. The United States Studies Centre hopes to become the leading academic institution outside America for the study of the United States.

Business challenge and scenario

Its early success brought rapid growth at the Centre, forcing it to move to larger premises inside the university. It now covers three floors in a new building. But this growth, while a positive development, also brought with it several challenges.

Director of Finance and Administration at the Centre, Andrés Viganó, discovered that, to match its growth, some facilities at the Centre needed to be overhauled. Among them were its print and documentation capabilities.

“We have about 100 staff on a full-time and part-time basis,” said Andrés. “Due to increasing staff numbers and activities in the Centre we were faced with the need for a larger space. The university was kind enough to provide us with new space spread over three floors. But we had just one printer to handle all our printing, so we obviously needed more of them, along with a better means of administering our printing.”

The Centre accommodates many academics who need to print reports, research papers and other academic documents, as well as teaching material for students.

Challenges

- Early success of the Centre brought rapid growth and the existing multifunction device was unable to support growing demand
- A secure printing gateway was required to print the Centre’s confidential documents
- Printing costs needed to be accurately tracked and allocated to individual projects

Solution

- Proposal of 3 Fuji Xerox ApeosPort IV multifunction devices and 1 Desktop Printer
- Image Gateway software provided document security through My Prints and improved tracking and recording of the Centre’s printing

Benefits

- Confidentiality is now guaranteed with My Prints
- Easy to run reports enables straightforward analysis and allocation of all print jobs
- Reduced paper wastage and overall reduction in print costs through the print release facility

“Because we have quality printers, and they cost less to run, we have reduced our printing costs overall, and we’re gaining efficiencies at the same time. The fact that we can keep track of it all is helping us to allocate costs to the right projects.”

– Andrés Viganó

Director of Finance & Administration
United States Studies Centre

“We also have our own marketing department developing websites, and they like to print new site designs to see how they look, as well as student brochures. Our larger print jobs include exams, booklets and other documents for students,” said Andrés.

“We tend to print 5,000 to 6,000 colour prints each month, and about 8,000 black-and-white prints a month. Colour is important here for academics’ papers, and our marketing team.”

The Centre had a working relationship with Fuji Xerox Australia through the supply of its only printer, so Andrés approached the company to develop a solution to match the Centre’s growing requirements in print and document security.

“We have two issues with security,” he said. “We print a lot of confidential documents so we need a secure printing gateway. And because we are a not-for-profit organisation we receive grants and donations that we apply to different projects, so we need to keep track of incurred costs, like printing, so they can be allocated to their appropriate projects.”

“Having only one printer made it very difficult for some people as they had to queue up waiting for their job to print. We had a tray for the printed documents left at the printer, and the pile was quite significant, we were wasting a lot of printing that was never used.”

Solution

Allowing for the Centre’s spread to three floors in its new premises, Fuji Xerox Australia proposed that three Fuji Xerox ApeosPort IV multifunction devices be utilised to cover its printing, copying and faxing needs, with a smaller printer located in the reception area. Fuji Xerox’s Image Gateway software would provide a sophisticated means of tracking and recording the Centre’s printing, as well as offering document security and tighter control over costs.

The Centre has so far installed two multifunction devices with plans to install the remaining multifunction device along with the desktop printer.

Benefit: Security printing now guaranteed

With the implementation of the Image Gateway software, the Centre has enjoyed complete security for its documentation through the My Prints release function.

“We now have to swipe our staff cards to access our print jobs. No print is released without swiping, and with that in place everyone’s printing remains confidential,” said Andrés.

Benefit: Improved tracking and reporting functionality

“And I can easily track it all. Now I can run reports on how much is printed for each project, and have the details for each person’s print history so that budgets are allocated effectively. I can’t see the actual documents being printed but I can see what kinds of documents they are, the page count, colour or black-and-white, and so on.”

Benefit: Reduced paper wastage and print costs

Andrés pointed out that the volume of wasted or unused print has been reduced significantly, which has subsequently cut the Centre’s print costs.

“There are almost no documents left at the printer now because of the print release facility, which means that a lot of documents are no longer printed and then wasted.”

“Because we have quality printers, and they cost less to run, we have reduced our printing costs overall, and we’re gaining efficiencies at the same time. The fact that we can keep track of it all is helping us to allocate costs to the right projects,” said Andrés.

“It’s certainly shining some light into our administration system, and allows us to budget more accurately for each department. It really helps us to understand how our business at the Centre works.”

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