

Printer Consolidation

Q&A

What is the objective of the printer consolidation project?

The project goals are the following:

- Renewal of CEU's printer and copy environment and disposal of the old infrastructure
- Enhancing quality, satisfying customer needs at high level
- Making the printer fleet easier to handle
- Decreasing the amount of paper and toner used for printing
- Providing repair and maintenance of the new units by an onsite technician
- Optimizing cost structures, and easing future financial planning

Why will the consolidation be beneficial for users?

Recently the CEU community has faced the declining quality and reliability of its old printing and copying equipment. The number of complaints to the IT Help Desk about bad printing quality and the breakdown of printers has increased markedly. Sooner or later most of the units need to be replaced, but CEU is not in a position to buy new machines to replace the present ones. The best solution is to lease a fleet of uniform units from a company, which will be responsible for the maintenance and repair of the units and also for refilling paper and toner. After tendering ten companies, CEU signed a contract and a Service Level Agreement with the chosen company (Europrofil Kft.) that will ensure a high quality printing/copying service for the whole CEU Community.

What does the Service Level Agreement stipulate?

The Agreement ensures, among other things, that there will be an onsite operator every working day from 8.30 am until 05.00 pm, who will start work on problems and breakdowns within 60 minutes of the problem being reported. If a problem occurs after 5.00 pm at one of the units, you can use any other public unit with the help of your ID card. If the operator is unable to solve the problem onsite, he will call for outside help and, as specified in the Agreement, the device must be repaired or replaced by the end of the next working day at the latest. The onsite operator will be able to check by remote control where paper or toner needs refilling, therefore in the future the number of possible printing errors will be much reduced. Also based on the Agreement, the onsite operator will provide training on the proper use of the new units at the beginning of each academic year. He will place user manuals near all machines, which will also help you with the proper use of the units.

Who can we turn to if a printer is not working properly?

The onsite operator is located at Nádor u.9., -1st floor, and will be responsible for the proper functioning of all units. You can reach him:

- by phone, on extension: 4545
- by sending an email about the problem: jaromiz@ceu.hu
- or personally, FT -1st floor

Why do we need an authentication card?

In the new system, all photocopiers and some printers will require an authentication card to operate. The authentication card will be your CEU ID card, which you take with yourself anyway normally. New ID cards which function as authentication cards will be issued in August. Using the authentication card has the following benefits:

- 1.) Anyone can print out confidential documents at any time and on any public device, because the document will come out only when the user places the card to the card reader and chooses the printing function.
- 2.) The card readers will be able to recognize the user so that the IT Department will know which department the person belongs to when the costs for different departments are calculated.
- 3.) In the future, CEU will launch a new entry system, at which point these cards will serve also as entry cards.

You will receive the new ID cards from György Finta during his office hours:

Monday-Thursday: 12.00 -3.00 pm,

Friday: 12.00 - 2.00 pm

What happens if someone does not have the CEU ID card at hand?

No one can start printing, copying or scanning without the ID card. Departments will have some common ID cards, which they can use in such emergency cases.

If the units or departments want to differentiate between their expenses, they will need to use different ID cards.

How much will it cost to print or copy one page?

Printing costs will be charged to the relevant department or unit as follows:

		Black&white A/4	Black&white A/3	Color A/4	Color A/3
Prices for all printers	Printing / photocopying (HUF gross) one-sided	5.00	10.00	25.00	50.00
	Printing / photocopying (HUF gross) double-sided	9.00	18.00	49.00	98.00

These costs are really favorable compared to the previous fees.

Beside these costs, the CEU IT Department will pay a monthly fixed rental fee to the Printer-company.

Scanning and stapling will be free of charge.

The price of paper is already included in the costs.

How will the quotas be handled? Will there be quota limits for staff and faculty as well?

Quotas will be counted similarly as now. If students run out of their quotas they can buy new quotas in advance, and the printers will deduct the quantities they used. It will be possible to buy the quota at BFO cash desk bw. 9.00 am – 2.00 pm, where after payment, the ID card will be activated, and bw. 2.00-5.00 pm at the Computer and Statistics Center. Staff and faculty won't have quota limits.

How will the costs be shared among the different departments?

The IT Department will pay a monthly fixed sum to the company. Above this fixed sum the departments will pay based on their printing/photocopying usage.

Users will identify themselves at the multifunctional device by the new ID card, which will enable the device to recognize which department the person belongs to and bill the department accordingly.

If I send my printing jobs to another printer than the usual one how will the cost of the paper be handled?

The whole printing services will be handled in one package, and the IT Department will pay the fixed costs for the partner company, and the different departments will pay based on their paper usage. IT will be able to share the costs among the different departments, because the ID/authentication card identifies the person and the department.

Where will I be able to print in color?

We plan to place more public color multifunctional units in the CEU buildings. By using the authentication card you will be able to print on any of these units in color. There will be color multifunctional units for public use in the following locations:

- Nádor u.9. -1st floor Comp Lab
- Nádor u.11. 1st floor
- Zrínyi u. 14. 6th floor
- Október 6 u., Little House Ground floor
- OSA 2nd floor
- in the Library
- in the Dormitory

What will happen to the old b/w printers?

After the installation of new units, the maintenance of the old b/w printers will not be further financed by the CEU IT Department. It would not be logical to double-finance printing services. If anyone still wishes to keep the old b/w printer, then they will have to buy it from CEU and take care of toner, paper and maintenance themselves. Those who would like to buy one or more printers will have to pay the price to BFO. The payment will be due beginning of September. You will receive an info letter about the process in the coming days.

Will it be possible for us to use the old printers in the office?

On the new server, printers will be organized in a different system compared to the present one. The old system will be halted, thus old printers can not be operated as network printers. If they are attached to a given computer, they can work as local printers, but the IT Department can not undertake the task of installing and maintaining the printers and refreshing the drivers. It will be not possible to share the local printers via the network for network security reasons.

How quick will be the new machines?

The speed will be 35 page/minute for bigger copier/printer units, and also for B&W printers, and 21 page/minute in case of the smaller copier/printers.

Will we be able to set up the printing preferences on our PC-s?

In order to save paper and quota, printing on both sides of a page will be set as default. However, you will be able to change the setup according to your preferences.

Have you actually seen these new units in operation in a similar setting?
And have you spoken with the people who actually use them?

Yes, we have. We have seen two different solutions, executed by two different companies: Budapesti Erőmű and K&H Bank. In both cases, clients were satisfied with the new solutions. The company which is the winner of the CEU tender has already accomplished several similar projects also including universities, and the service runs smoothly.

Students would need more extended facilities than they have at present. Is it possible?

The number of the printing/photocopying/scanning facilities in the dormitory, and in the Library will be increased, and we will place both multifunctional units and high capacity printers in the labs. Students will therefore have improved access to the printing/photocopying/scanning services.

Will I be able to print from outside the local network? From the Laptop Area with my notebook or even from home, and can I collect the documents later? IT Department is working on these issues. There will definitely be a solution for printing from the Laptop Area although slightly after launch of the new system. Printing from home is an issue that needs further work.

Will it be possible to use the existing scanners?

Existing scanners will stay. However in case of failures they will not be repaired or replaced by the IT Department. Scanning will be available at the multifunctional units for free. Scan to email is available for everyone. If you want to use scan to ftp, please contact Zoltán Járomi or the IT Department.

Will the microfilm readers still be available in the Library and in OSA?

Yes, the existing microfilm readers will stay in the Library and in OSA. The microfilm readers are not in the scope of the printer consolidation project.

Will it be possible to scan and print from the Library?

Four multifunctional units will replace the present copy machines in the Library, therefore everyone will have the possibility to copy, to print and to scan there. One of the units will be a color multifunctional one.

Will outsiders be able to print, copy or scan in the Library?

External users will be able to copy on one of the units of the Library. Students can spend their previously bought copying quota on this device with the traditional system. The price of the A/4 page for external users: 15 HUF/page.

Can I see on my computer whether a given printer is busy because somebody is doing a big printing job? Can I have an idea when they will finish approximately?

We are working on this solution. Anyway, if the printer is busy, you can go to the next closest one to you to get your documents without going back to your computer and resending the document. You only need to use your authentication card to get your document.

Will we be able to use programs for sending faxes, which is the easiest solution for multiple pages documents?

Faxes are not in the scope of the present project. We will find a solution for them after the successful launching of the printer project.