

Barry University moves up to Self-Serve M600 Stations for cloud-based capabilities and more flexibility

The challenges of a sprawling “campus”

Barry University’s thousands of students attend classes in 55 buildings across its 15 locations in Florida. The University provides technology resources in labs and campus buildings and encourages students to bring their own devices to school. Students, faculty, staff, and visitors can connect to the school’s campus-wide Wi-Fi network.

Six years ago, Barry University had a pay-to-print solution that didn’t meet student needs. At the time, Darrell Duvall, Director, Client Services, Information Technology, said, “There are now more than 27,000 devices connected to the University’s wireless network, which is a 400 percent increase over the past years. The current printing system wasn’t enough — students were telling us they wanted to be able to print directly from their device.”

Worse yet, the system was complex. Each student had a printing account set up when their email address was set up. In order to print, students had to log in to a university computer to access and send their document to a printer. With no option to pay with a credit or debit card, students had to add funds to their printing account by paying cash at the circulation desk in the library.

The move to M500

They moved to the EFI™ M500 Self-Serve Copy and Print Station in 2014. Barry started with two M500 stations in the main library as a pilot program. Usage of the stations increased to thousands of pages printed every month. The school installed six more M500 stations in other areas on campus, including the student union and residence halls. Print usage increased monthly at each of those stations, as well. “Students seem pleased with the ease of printing,” said Duvall. “It has helped that we no longer have to train



Challenge:

Barry University has thousands of staff and students who need to easily print at diverse campus locations, from their own devices and cloud storage sites, with flexible ways to pay for printing and copying services.

Barry University

Barry University offers more than 100 bachelor's, master's, and doctoral degree programs through its six school and colleges. It enrolls more than 3,400 undergraduates and 3,700 graduate students on the 122-acre main campus in Miami Shores, Florida. Programs are also offered at the Dwayne O. Andres School of Law campus in Orlando, satellite sites in nine Florida counties and the Bahamas, and online. The Barry community includes over 65,000 alumni and 1,500 faculty and staff members.

Founded in 1940, Barry offers a personalized educational experience focused on taking what is learned in the classroom out into the community. This includes research opportunities starting at the undergraduate level, hands-on internships at the country's top organizations, service-learning that works with community groups, and study abroad programs.

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Barry University, Miami Shores, Florida

new students on how to print—the system is intuitive and simple to use. Students are also happy they can print anything from PDF and Word documents to images and PowerPoint presentations from a USB drive, email, cloud-storage accounts such as Dropbox, or a campus computer to send print jobs to EFI PrintMe®

The next step: M600

According to John Baldwin, Director of Technology Delivery, Department of Information Technology, the university was ready to move up. An EFI representative had given them an on-campus demonstration of the EFI M600 system. So, when their print management provider suggested it, the university was ready to move. Baldwin said they wanted to eliminate cash payments. They wanted flexibility to pay various ways including BUC cards and credit cards. They needed CBORD integration and PCI compliance. And they asked that students be able to pull down documents to print from online services. The M600 system fulfilled all these requirements and more.

Baldwin notes his first impression of the M600, "I was impressed. It met our requirements." But Baldwin explains they had management goals as well, "The main reason for the change was to get on to the new cloud-based management environment, AdminCentral."

Solution:

The EFI M600 station provides secure encrypted communication for various payment methods.

It supports credit card payment using EMV® with latest chip authorization and PCI Point-to-Point Encryption (P2PE),™ as well as cash card payment and integration with campus card and billing systems.



Students can easily print their files using their BUC card.

Easier to use and manage

After having the new system in place for almost a year, Baldwin says the cloud-based AdminCentral web-application has simplified maintenance and management for this dispersed print infrastructure.

For management, Baldwin highlights the ease of use. "I love the new web interface. It's much easier than running the reports with the old system. We had two setups before: one instance at the main campus in Miami Shores, and another at the law school in Orlando. We still have those separated now in the cloud. But now I don't have to install a local client on a computer or run it from the server to run the reports. I just go to the webpage." The department uses a monthly revenue report to break down the funds that come in through the CBORD system, then sends it to the student ID office to make sure they can verify student spending in the various different categories. Then the university disburses those monies to various different student services departments, including those to cover print-services transactions.

Maintenance is also simpler for everybody. Baldwin says he logs in to the webpage and looks at the dashboard to see status of devices. He can then instruct staff to go check the devices that need attention. He can add staff to the console so they can check devices during their shift. It's even easier to see what the user numbers are and to run reports.

Simplified payments

The M600 system has given Barry University more flexible payment options that they were able to integrate with their existing systems. And staff at printing sites like campus libraries no longer need to handle cash. Baldwin says, "We've integrated payment with the Barry ID card (BUC card) system. On the back end, it's a CBORD system that students or parents can add funds to. They're flex funds that they can

Result:

The system is easy to use, easy to manage and maintain. It integrates with various payment methods including major credit cards and CBORD systems. The university can also easily adjust print prices so that they more accurately track changing costs for different types of paper or printing.

use for printing, at the student bookstore, or at food services and vending machines.” The university can also easily adjust print prices so that they more accurately track changing costs for different types of paper or printing.

Students also appreciate the new system’s payment flexibility and ease of use. “It is much faster at downloading and opening files to print, and now that I can use my BUC card, I don’t have to carry my credit card with me to print documents.”

In addition to the payment advantages, the M600 lets users print from USB drives and mobile devices. They can print from cloud accounts like Dropbox™, Google Drive™, Box, Microsoft® OneDrive™ and EFI PrintMe. They support various file types including Microsoft® Office file formats.

Baldwin says the primary source students use to download files to print is EFI PrintMe. “We have the PrintMe driver installed on all the lab computers and student-facing computers on campus. So, they can simply open a file and select ‘file print,’ pick the EFI PrintMe driver, put their email address in, and they get an email back with a code they use to print at the M600 station. From home and personal devices, they send the files to PrintMe.com and get the email back that way.”

Users are just as enthusiastic about the new M600 system. Baldwin says students told him it was faster to pull down files with the M600 system. That files processed faster to printers. And the overall experience was just better.

Visiting scholars or conference attendees can use a credit card. It works just as well for summer events, or for vendors.

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