



THE UNIVERSITY  
*of* EDINBURGH

# Case Study University of Edinburgh



## About the organisation

The University of Edinburgh is one of the world's top universities, consistently ranked in the UK's top 20 universities and the world's top 50. It is in a fabulous location and as the city of Edinburgh is ranked second in the world for quality of life, it's no wonder the University is oversubscribed with applications year after year. The University's entrepreneurial and cross-disciplinary culture attracts students from 156 countries and staff from 105 nations. The University provides a stimulating working, learning and teaching environment with access to excellent facilities and attracts the world's best, from Nobel Prize winning laureates to future explorers, pioneers and inventors.

## The Solution

The University's current print hardware is supplied by Xerox, who provides the University with all their multi-function devices (MFD) and have done for some time. Since 2012 the University have managed their print outputs using Pcounter, print management solution supplied by AIT. Today they have 16 Pcounter licences, approximately 300 Xerox embedded licenses, and EveryonePrint (mobile printing solution). The University also have USB card readers and use MIFARE® technology for authentication. All of which gives students and staff network printing along with the option to print from their own devices and all these services are managed via Pcounter.

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**“Since we started to introduce cloud (pull print) printing in 2012, 11 million unwanted pages have been automatically deleted that would otherwise have just printed.”**

**Bob O'Malley**  
Service Delivery Manager,  
University of Edinburgh

## Implementation and Use

The University of Edinburgh is one of AIT's largest Pcounter customers with a relationship that goes back many years. From the start, AIT and the University's Information Services worked closely together to ensure the solution was installed to fully meet the needs of the University at the time.

Part of the original installation project focused on providing the University's team with in-depth training, so they would be able to maintain and upgrade the solution themselves in the coming years. Since then the team at Edinburgh has successfully expanded and upgraded the Pcounter solution themselves many times. Part of their success has been their recognition of the benefits that keeping their maintenance contracts up to date brings. This has allowed the University to ensure they are always running the latest versions of their software(s) as well as have on hand the AIT technical team to resolve issues the University IT team need assistance with, these are usually resolved remotely and with little disruption to users.

Staff make use of Pcounter's 'Free Quota' account for print and copying, with each department able to set their own quotas. Students are charged for print and copy, with each new student given a quota of print and copying credit at the beginning of their first academic year and once this is used up they can then purchase further print credits. Students use their student ID card, to authenticate themselves at devices before they release print, copy or scan jobs. The University operates a granular charging policy based on whether a job is B&W, colour, duplex or single sided as well paper size.

Over the years Edinburgh have continued to invest and expand the solution adding functionality such as pull printing and mobile printing via EveryonePrint. This continued investment has provided the University with significant benefits and savings.

## The Benefits

Today the University continues to enjoy the benefits of Pcounter to manage their print, copy and scanning functions, as well as administering staff and student's accounts to add/remove credit.

They have recently renewed their maintenance contract for a further year, which is a testament to the strong relationship the two organisations enjoy and in particular, the appreciation Edinburgh have of AIT's support team's efforts to provide bespoke functionality that meet Edinburgh's particular needs.

The University puts around 44 million pages through Pcounter each year, has 12 print servers with around 2600 standard print queues and around 260 cloud (pull print) devices which accounts for only 10% of the University's print queues but 36% of output. 11 million unwanted pages have been automatically deleted since 2012 – that's 2.2 million pages a year which is a significant cost saving not to mention the environmental benefits this has bought – consider that it takes one tree to make 3,333 sheets of paper.

The University and AIT look forward to many more years of working together.