

University of Johannesburg

Customer Profile

Established in 1967, Rand Afrikaans University merged with Technikon Witwatersrand in 2004 to form the University of Johannesburg, as part of the restructuring process in the higher education environment in South Africa. The university has 33 000 students across five campuses: Kingsway, Soweto, East Rand, Doornfontein and Auckland Park.

The university provides students with computer labs, containing 2 500 computers which they can use to complete assignments, communicate via e-mail and messenger services, and conduct research on the Internet.

The printing and copying challenge

"11 years ago, the university approached Bytes Document Solutions, then Xerox SA, to provide us with an end-to-end solution for a pay-for-print service for our student community," Heyneke says. "Our student population copies and prints more than 21 million pages per annum. After initially trying to manage the printing and copying environment ourselves, we found that costs spiralled out of control and that the maintenance of the machines became more difficult as they aged. We realised that more value lay in outsourcing our document environment needs to a company that specialised in enabling lower cost, higher quality printing."

Students wanting to make copies or to print are required to deposit money into their student cards using paystations located across the

campus. With funds available on the card, they may then access a device and print or copy what they need, with money being deducted from the card with each print or copy made. Without funds available on their student cards, they are unable to use the machines.

Satisfying printing needs with Xerox

"Our relationship with Bytes Document Solutions has enabled us to create a printing and copying environment that has almost no risk associated with it, and that is operational almost 100% of the time. The multifunction devices being used are connected to the campus network so that any one can print to them from the different departments, the administration buildings, the libraries and any one of the 2 500 computers in the computer labs; and they are used to print and copy anything imaginable, from student letters to exam results, study guides and student assignments." - Fanie Heyneke, director of facilities management, University of Johannesburg.





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The solution

Bytes Document Solutions manages and maintains 52 Xerox multifunction devices at the university. The machines are placed in the library and computer lab print stations at the main Kingsway campus and in the libraries and selected departments on the Soweto and East Rand campuses.

The machines in operation at the university include 35 Document Centre 425 SLXs, six Document Centre 440 STs, nine DocuPrint 4525 VMCNs and two WorkCentre PE16s. The DocuCentre copier-printers enable students to integrate paper and digital documents with ease and the Xerox Auto IQ optimises the capture of mixed text, graphics and photographs.

The DocuPrints in use are capable of printing at speeds of up to 45 pages-per-minute (ppm), with a four second first-page-out time. Crisp 1 200 dots per inch (dpi) quality and Xerox Quad Dot half-toning allow students to print documents that contain razor-sharp text and photo-quality images.

All the Xerox devices in use enable print jobs and machine statuses to be monitored from anywhere on the network.

Benefits to University of Johannesburg

Outsourcing its printing and copying environment to Bytes Document Solutions provides the university with a greater ability to track how much printing and copying is done annually, and where this is done. With this information, it can ensure that each campus can fulfil its specific printing requirements, that the device/student ratio is acceptable, and that the machines are appropriate for what is being printed.

"When the original contract was signed, the university was the first tertiary institution in South Africa to outsource its document environment to a company like Xerox," Heyneke says. "Since then, technikons have followed suit and several universities are considering outsourcing their printing and copying environments as well. With the Bytes Document Solutions arrangement operating successfully for so long, we have come to believe that Xerox is printing and copying today. It embodies what can, and should, be done in the market."

