



Industry: Medium-Sized City | User Base: 500

About

The city the home of a university and takes great pride in the beauty of its natural landscape. The city provides its employees with a computing facility that enables employees to print all of the documents that keep the city functioning.

Being a city that heavily sponsors the performing arts, their budget is constantly being stretched to the limit. For this reason, they initially were very reluctant to introduce any form of computing and printing service due to the setup and maintenance costs associated with doing so. However, a number of recommendations from their employees indicated that such a service would be very welcome, as many of them do not have both a computer and a printer at home.

Their Scenario

The computing service that they chose to implement was very basic. They had a simple 4 workstation peer-to-peer setup that was connected to a simple Internet router. For printing, they used one monotone laser printer and one color ink-jet printer. Their computer facilities were not very complex, but it was able to provide their users with adequate word processing and Internet connection. Despite the relatively small setup, their users still managed to produce over 2,000 pages a week.

Solution

While trying out various print management services, they found that many services relied on a domain directory service to authorize user names, which they were recommended not to use due to the size of the network they had implemented. PrintUsage Pro instead allowed them to authenticate users using the included authentication client that is installed on each workstation. Therefore, each time a user prints a document, they must enter a username and password that they were assigned by the city in order to make any print jobs. The city will then charge them accordingly.

Results

The benefit that the city found with PrintUsage Pro is that each user and printer can have its own set of access permissions and usage restrictions. This way, they are able to charge a user more for printing in color than printing in monotone. Since the price of PrintUsage Pro is based on the number of printers you monitor instead of the number of user accounts you create, they have found PrintUsage Pro to be a perfect fit for their needs.

Without having PrintUsage, I can't see our new service being nearly as successful as it has become.