IBM

The University of Illinois makes a smart move with Infoprint and e-commerce.

Ranked 24th on the U.S. News and World Report's list of the top 50 universities in America, the University of Illinois at Urbana-Champaign is home to the largest public university library in the world. Distributed throughout 40 locations on campus, more than one million student and professor requests are handled by the library each week. Adding to its vast collection of academic resources, the University of Illinois library recently increased the available body of knowledge by moving into the digital realm. Now, students and faculty can access the Web and retrieve full-text articles from international databases through the library's computer system.

Although the move to digital information made research easier for the entire university community, a major stumbling block remained—outputting the information. Students were able to tap into the newly available resources, only to later learn that the library's printers could not always handle the electronic files. After bringing the library into the 21st century by giving students access to the Web and other resources, the University of Illinois realized the need for a partner to design the future architecture of its output solutions. With this in mind, the University of Illinois Office of Printing Services called on IBM® Printing Systems to create a system that would meet its current requirements, while providing the flexibility to evolve with future needs.

Students easily retrieve documents they need from libraries all over campus.
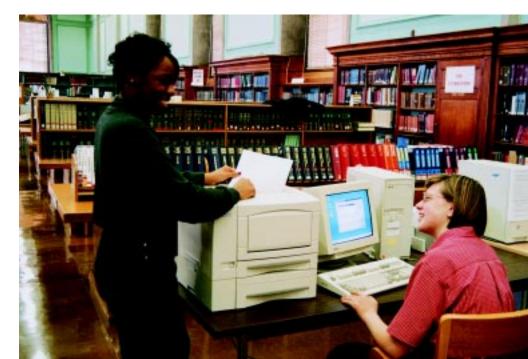
Information overload

In the past, the University of Illinois libraries allowed users to print reference material on its dot matrix printers free of charge. As more students took advantage of Web sites and databases of full-text

"We found no other vendor that could deal with so many kinds of file formats, handle our accounting functions and still provide the seamless, high-quality output we needed."

Goeff Bant, Director of the Office of Printing Services, University of Illinois

Application	Print-on-demand, e-commerce solution
Software	Infoprint® Manager
Hardware	IBM Network Printers
Services	Maintenance, Support and Professional Services

articles with graphics using the library's computer systems, the printers proved incapable of handling the output. The dot matrix printers could not effectively reproduce the sophisticated graphics available from CD-ROMs and on the Web; they were also overwhelmed by the

dramatic increase in the number of pages printed. Compounding the problem, the library's budget, which was already strained by the rising cost of print publications, could no longer absorb the cost of unlimited printing. As the number of students online multiplied, the cost of paper and supplies increased at an astronomical rate. Clearly, the library needed to address these issues and find an efficient, yet convenient way to charge users for printing costs.

After evaluating a number of possibilities, the University of Illinois turned to IBM Printing Systems to create a customized, total output solution. The university had very specific requirements: the solution had to allow users to print from the graduate and undergraduate libraries as well as the 46 departmental libraries;

it had to operate on the campuswide Ethernet network; and it had to support student, faculty and departmental online accounts to move to a fee-based system. The university also wanted a system with the scalability and flexibility to adapt to future needs, including its growing requirement for enhanced print-on-demand services in the libraries and computer labs.

Education meets e-commerce
IBM Printing Systems installed the solution's cornerstone, IBM Infoprint Manager, which supports 25 IBM network laser printers in the university's main library, the undergraduate library and 15 departmental libraries. Infoprint Manager is an end-to-end software solution that provides output and content management. Supported by a Web-based server, Infoprint Manager performs campuswide output services, including information retrieval and archiving, job submission and job tracking, and automatic electronic account billing. To use the system, a student or faculty

member types in a user name and password; Infoprint Manager tracks the number of pages printed and charges the user's account. Infoprint Manager allows the University of Illinois to take advantage of other benefits of e-commerce: when a user finishes printing, Infoprint Manager sends an e-mail to the user, listing each print job and the amount charged. The new system allows users to print any popular file format and graphics, including PostScript, PDF, TIFF and PCL. Infoprint Manager converts all data streams to Intelligent Printer Data Stream™ (IPDS™) for the printed output and captures billing information. This unique solution allows the University of Illinois to monitor printing and automatically charges the users' accounts. The IBM Network Printers provide the required quality, speed, reliability and—an important consideration in a library—quiet operation.

The IBM Infoprint Manager software offers users the benefits of e-commerce.

Benefits for everyone
The Infoprint Manager solution will not only save the university on supplies and labor costs, but it also allows revenue capture to help recover the costs associated with access to a new world of information. The university's students and faculty benefit as well. They can easily retrieve the documents they need and get to work, without the frustration of printing problems. Since Infoprint Manager charges users' accounts, they can keep track of their printing expenses. Geoff Bant, Director of the Office of Printing Services for the University of Illinois, is extremely pleased with the solution provided by IBM Printing Systems. Says Bant, "We found no other vendor that could deal with so many kinds of file formats, handle our accounting functions and still provide the seamless, high-quality output we needed."

For more information, please contact IBM Printing Systems Company at 1-800-358-6661 or www.printers.ibm.com.

G563-0111-00