# Nuance SafeCom and AutoStore enroll at the University of Warwick.

## Challenge
– To bring control and effective management to its multi-brand print fleet
– To greatly increase document security
– To offer you more control over which device you print to

## Solution
– To deploy Nuance AutoStore (Document Capture and Routing Software) and Nuance SafeCom (Print Management Software) with the goal of gaining better control of their print fleet, reducing cost and increasing efficiency

## Results
– Staff and students can use AutoStore to quickly and easily capture critical admin and study documents
– The Printing Services team have a much clearer picture of printer use across campus and can manage billing much more effectively
– The University can now fully monitor the environmental impact of its printers

## Profile

Warwick is one of the UK's leading universities, with an acknowledged reputation for excellence in research and teaching, for innovation, and for links with business and industry. Their vision is to be a world-class university—one with a dynamic, enterprising approach to solving global challenges; one that enables students to create their place in the world; one that defines the university of tomorrow.

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Service Owner, Printing Services

A diverse, unmanaged print environment with multi-brand printers and copiers used to cause a headache for The Managed Print Service team at the University of Warwick. A lack of control over costs, consumables and print volumes, and a need for more flexibility and greater security are problems of the past however, now that Warwick has deployed SafeCom and AutoStore from Nuance. Combined, they have helped the team regain control of the fleet, reduce costs, and gain a greater insight into how printers are used, while offering staff and students far greater flexibility over how and where they print.

Discussing the University's print overhaul, Chris Wood, Service Owner, Printing Services, explains: "We still have a very diverse print environment with a broad range of A3 and A4 multi-brand printer brands and models. However, both SafeCom and AutoStore exhibited excellent compatibility and flexibility with the devices, and now we are able to manage them more effectively and use the solutions to address the challenges that we had."

**Safe and secure**
One of the University's issues was document security, which has been resolved thanks to SafeCom's pull print functionality. "SafeCom gives staff and students alike the assurance that only they can retrieve their work, which ensures confidentiality." Chris added. But security is just one of the benefits, and it helps address another one, too—that of unnecessary paper waste. As Chris noted: "SafeCom deletes unclaimed print jobs from the server queue within 24hrs. We can actually see the benefit of this, as the paper bins are no longer filled with documents that have been printed but unclaimed." He added: "Another advantage of deploying SafeCom is

that students are no longer tied to one specific printer or device. It used to be that, if the device was broken, they couldn't print their work. Now they have the convenience of choosing from a number of different devices across campus, collecting their documents using their University ID card."

Mirroring the pace at which the Bring Your Own Device model has been rapidly and successfully adopted by many businesses and commercial enterprises, the University also offers students the ability to print from their mobile devices. This option has enjoyed considerable uptake among the students—doubling in use, year on year—as mobile devices increasingly become the primary study aid for many**.**

**Ease of use for all comes as standard**
Talking about SafeCom's admin interface, Chris said: "It gives us a complete view on users and devices and the health of the service overall. It gives us the control that we wanted.

We now have precise figures on what's being spent on print and who's accountable for it. The SafeCom Save-o-Meter helps us check the progress we're making with respect to our environmental obligations, and check how many sheets of paper we have saved. We estimate that this will run into millions of sheets in three years."

**AutoStore—the ideal complement to SafeCom**
Supplementing SafeCom at the University is another Nuance solution, the AutoStore document capture software. Implemented approximately 18 months ago, it scales the student estate as well as key operational functions like admin, payroll, HR and finance. The roll-out followed a six month trial, during which Chris said the

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deployment proved to be not just "scalable, manageable and controllable," but successful, too. "AutoStore has really benefited our admin departments. Its ease of use has made it simple for them to scan high volumes of documents, removing a lot of paper from the office. Thanks to AutoStore, we have been able to create a simple, cost-efficient yet scalable workflow."

The students, meanwhile, are using AutoStore to capture written notes, course work, texts, workbooks and photocopies. Chris states that one great benefit to them is that there are no attachment limits, making it easier to store and retrieve as many documents as they need. The University has given them the option to scan single or double-sided pages to their personal network storage. "It's very simple to use and very clever," Chris stated. It terms of training students in how to use AutoStore, Chris said: "Training was one poster near the device, and a page of FAQs. That was the AutoStore training. You press a button and it's done." In the future, Chris plans to extend on its functionality by introducing Zonal

OCR (optical character recognition) which will offer the ability to scan and read specific zones of a document.

**An educated investment for the future with Nuance**
Asked whether he thinks SafeCom and AutoStore are suitable for other education institutions, Chris said: "Definitely. They offer great integration, and the single form of authentication is a boon for staff and students alike." Based on their performance to date, they are certainly solutions with a future at the University of Warwick. They are very solid solutions. They have met all the objectives we had in mind and now we have all the scalability and power to cope with current and future requirements. In fact, we are confident that they will outlast the next contract period and our view is, that, looking as far ahead to 2021, this will still be our document capture and release solution."

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