Clemson Managed Print Services

IT Consultant / CCIT Guide

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I. Overview

Clemson University has selected Ricoh to provide Managed Document Services (MDS) for the entire university. Pursuant to a Clemson University contract, (awarded via the State of South Carolina Managed Print Services Request for Proposal), Ricoh will be managing the service, supplies, and print devices on campus for a period of 60 months.

The prices negotiated with Ricoh are cost per page printed (CPP) for networked devices, flat rate costs for non-networked devices, plus the cost of leasing any new device (Copier).

II. Program

Managed Print Services include:
- Clemson-owned equipment, including multi-functional devices (Copiers) and desktop printers
- Ink and toner, plus staples for copiers – paper is NOT included
- Preventive maintenance and parts
- Guaranteed service level response times
- Detailed account usage and simplified billing process
- Single contract for increased efficiency in managing contract terms and conditions

III. PaperCut

PaperCut is Clemson University's new print server providing security, sustainability, trackable printing and copying, Scan-To-Me, Find-Me printing, Mobility printing and Web Print. Both Clemson employees and students will be able to log in to PaperCut enabled devices using their TigerOne card or TigerOne Mobile ID at the installed Card Reader next to the screen or manually entering their Clemson username and password to retrieve their print jobs, use the device functions, or utilize the Scan to Me feature.

Print Smart and Clemson CCIT work together to provide seamless user experience:

Clemson CCIT

a. Monitor PaperCut application

b. Testing output pages

c. Reviewing logs

d. Systems check

e. Review any device-level notifications

f. Review and respond to Clemson IT help tickets (Cherwell) specific to PaperCut

g. Create new queues for newly installed devices when needed by colleges

h. Update existing queues when a device is replaced or relocated, includes removing queues for expired devices

i. Troubleshooting and resolution of PaperCut issues via ITHelp@clemson.edu email

j. Ensure the PaperCut solution and all related components are updated as needed

    1. Security patches
    2. Device firmware
    3. Versioning

k. Update internal and customer facing documentation

Print Smart

a. New installations and moves

b. Coordinating with local campus customers and IT support

c. Install PaperCut software on the print devices

d. Install & test Clemson supplied card readers (must be purchased by the department)

e. Final device, print queue testing

f. Work with CCIT with any device level updates (swipe station/embedded client updates)

g. Student Print device Support

    1. Proactive monitoring of all student printers for device errors and supplies

    2. Store Paper at Dillard for quick dispersal (some at Cooper for after hours)

    3. Keep accurate inventory of Paper and provide CCIT with scheduled reports of par levels

    4. Service each device twice per day, adjusting for devices needs. Paper will be filled, and toner added when appropriate. Device functionality will be tested to ensure peak operability and to reduce device downtime.

IV. Device Tagging/Installation Process

The goal of the Print Smart program is to make getting a new printer or copier as seamless as possible for the end user. When a new device is expected, Print Smart will work with both the end user and the local IT consultant to schedule the installation, provide some introductory training and provide support for that device going forward.

1. **Receive the Device**
   a. All desktop printers will be received by the Print Smart team in the Dillard Building on campus. They will unpack the device, test for functionality and prepare for installation at the end user's location.
   b. Copiers will be delivered directly to the specified location.
2. **Install the Device**
   a. Instruct users to gather any toner for their machine for collection
   b. Users are to reply and reschedule if their machine is not accessible during the scheduled tagging process.
3. **Once the tagging process is complete, a post tag meeting may take place between Clemson TSP(s) and Ricoh to discuss process and changes.**

Once the device is in the Print Smart program, you will reach out to Print Smart team for supplies at these connection points providing that 8-digit number that was on the tag.

Web Site Google Form **Ricoh Print Smart - MPS**
Email Printsmart@lists.clemson.edu
Phone 864-656-0202

If there appears to be a service issue or need, please send an email to ITHelp@clemson.edu. Your local IT support team will be in touch and will engage the Printsmart team if necessary.

V. Contact information for Print Smart Support

Once all machines have been tagged, users can contact Ricoh (864-656-0202).

1. Greg Nichols, Manager – gnicho2@clemson.edu, 864-656-0202
2. Print Smart Support – printsmart@lists.clemson.edu, 864-656-0202
2. Print Smart Web Page - https://www.clemson.edu/campus-life/campus-services/print-smart/