

Samsung case study

A Print Solution for 5,000 Students at Manchester Metropolitan University



Time for a change - Manchester Metropolitan University (MMU) looked to Samsung for a better solution to meet their students' demanding print requirements.

Manchester Metropolitan University

MMU is based at seven campuses with the five central Manchester campuses forming part of the largest higher education campus in the UK and one of the most extensive education centres in Europe.

One of the main faculties within the university is the Faculty of Humanities, Law and Social Science (HLSS) which offers a wide range of programmes at diploma, undergraduate and postgraduate levels in humanities, law and social science, attracting more than 5,000 students from a diverse range of backgrounds, most of whom are studying on full-time programmes. Programmes are based in buildings close to Grosvenor Park at the main All Saints Campus. The HLSS Faculty is based in modern buildings, prominently located along Oxford Road leading to the city centre and facilities include eleven large lecture

theatres, computing suites (nine computer laboratories in addition to four drop-in centres with 100, 65, 26 and 24 computers respectively). As part of the continuing investment in support for their students MMU were looking to upgrade their printer capabilities as their existing supplier's printers had not kept up to the best in class standards the HLSS Faculty were seeking.

The Challenge

To provide 5,000 + students with access to reliable, fast and cost effective printing solutions for their coursework needs across the entire faculty.

John Valentine, ICTS Manager for the Faculty of Humanities, Law and Social Sciences explained the challenge.

"We had become unhappy with our previous printer supplier and decided to look for alternative

providers – and after a careful review of our options we selected Samsung. We have already been dealing with Samsung on numerous other projects (display screens, laptops, ultra mobile PC's) and have been very impressed by the products and the level of support provided. We decided on a complete replacement strategy for all lab-based printers in order to keep the student user experience consistent and to simplify technical service support at the same time. This would also allow us to maintain a far simpler stock of consumables.

5,000+ students generate a significant amount of printed material and we were looking for large workgroup mono laser printers that would be reliable, cost efficient to run and capable of handling large volume usage. Small footprint and energy / toner efficiency were key factors for us."

The Solution

John added **“As the brief involved a wholesale replacement of our student lab-based printers across the entire faculty on multiple sites, we were looking for a combination of best in class printer solution matching technical support and account management. The response from Samsung has met all our needs.”**

Samsung worked closely with John and his team to meet the specification and service requirements they were looking for and recommended the ML-4551N mono laser printer.

12 ML-4551N printers were ordered giving John's students a combined 3 million sheet monthly duty cycle capability should they require it. Each printer's 250,000 sheet duty cycle is complemented by a fast 43page per minute output which will keep the output time down to a minimum for the students.

“I am delighted with the support I have had from Samsung, the product selection support was matched by the efficient installation programme and the post implementation support I have received, backed up by flawless and instant account management support. Having access to high level technical support staff, instantly, was a refreshing change.”

The Future

John commented **“This initiative is still in its early stages but given the support we've had on this project I am confident that Samsung will continue to deliver effective solutions for Manchester Metropolitan University. This project is the tip of the iceberg in terms of our needs and I look forward to working with Samsung on other projects as we continue to support our students and staff with best in class technology.”**

About Samsung

Samsung Electronics Co. Ltd is a global leader in semiconductor, telecommunication, digital media and digital convergence technologies with 2006 parent company sales of US\$63.2 billion and net income of US\$8.5 billion.

Employing approximately 138,000 people in over 120 offices in 57 countries, the company consists of five main business units: Digital Appliance Business, Digital Media Business, LCD Business, Semiconductor Business and Telecommunication Network Business.

Recognised as one of the fastest growing global brands, Samsung Electronics is a leading producer of digital TVs, memory chips, mobile phones and TFT-LCDs. For more information, please visit www.samsung.com/uk/business



ML-4551N Overview

Network ready large workgroup
Mono Laser printer

Features

- > 43 page per minute A4 mono laser printer
- > 1200 x 1200 dpi print resolution with PSII & PCL6 compatability
- > 128 MB upgradeable print memory
- > 600 sheet paper input standard capacity
- > 8.5 secs first print out time
- > Up to 3 optional x 500 sheet cassettes available
- > Less than 57dB when printing
- > Standard 10/100 Base TX connectivity

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