



Customer Profile

University of Wisconsin- Eau Claire Print Shop Benefits from WebDesk's Inventory System and Online Ordering System

At a Glance

Solution: Print Shop Pro Manager
Customer: University of Wisconsin – Eau Claire
Location: Eau Claire, WI
Interview With: Mike Alred, Printing Services Manager
Years at University: 5 ½
Number of departments: 125
Number of students: 10,500
Jobs per month: 2,500
Print shop employees: 23
Summary: Large university printing facility that services all campus departments and the general public

Background

The University of Wisconsin-Eau Claire (UW-Eau Claire) is located 90 miles east of Minneapolis where the Chippewa and Eau Claire rivers meet. It was founded in 1916, and continues to build its national reputation based on the achievements of its students and faculty. U.S. News & World Report consistently ranks UW-Eau Claire as one of the very best regional public universities in the Midwest.

The UW-Eau Claire print shop provides printing services for the college faculty, staff, and all 125 departments on campus. Their “walk-up” copy center, run by print shop employees, is available to students and the general public. The print shop completes an average of 2,500 jobs per month and enters roughly 300 jobs per day.

Before implementing Print Shop Pro Manager, the university used a program that had been developed over 14 years earlier by the UW-Eau Claire Computer Networking Service Department and was no longer being supported. The previous printing program could only handle a limited amount of print shop tasks. The software was only used for order entry, pricing, and simply totaling the dollar amount of work done for each department to aid in the billing process. The program lacked many features the University needed to remain efficient and productive.

Print shop management was keenly aware of their need for an inventory system to track all the stock coming in and going out of the shop. They needed a way to track how much business was being completed for each department. And, they wanted an online ordering system to increase efficiency. Overall, the UW-Eau Claire print shop administrators wanted a more complete management system to automate all their print shop operations.

Engagement

After discovering EDU Business Solutions, the print shop executives participated in on-line demonstrations by EDU technicians in order to better understand the features and benefits of Print Shop Pro. They were able to see the complete functionality of the program and interact with some of the features that were most important to them. Mike Alred, Printing Services Manager, was impressed by the technician’s “willingness to listen and answer all of our questions

and the openness to make changes to fit our specific needs.” UW-Eau Claire purchased Print Shop Pro Manager in December 2003. The unique and innovative aspects of the management software prompted the purchase of this solution. The print shop manager was particularly drawn by the comprehensive inventory tracking system, ease of implementation, and EDU’s comprehensive technical support program.

The UW-Eau Claire print shop staff was visited by technicians from EDU Business Solutions and received several hours of hands-on training. The employees were able to easily become acquainted with the program and started using Print Shop Pro immediately. Alred stated “the training team was excellent and made it very easy for our customer service personnel to learn the new program.” EDU continues to provide the shop with ongoing support as additional features and product enhancements are added to the system.

Results

EDU has provided the UW-Eau Claire print shop with a much more efficient and cost effective method of automating all operations within their facility. The program has successfully solved the shop’s inventory management problem and improved their ordering system. Print Shop Pro also allows for a precise on-line tracking of each job, and managers are able to determine the exact amount of work being produced for each individual department.

The UW-Eau Claire print shop will soon be implementing WebDesk, which allows print orders to be easily and quickly submitted via the web. This online ordering management program will be introduced to all college departments within a week. “It will be a new way for customers to be able to easily and clearly fill out all the information,” said Alred. The print shop staff anticipates that the utilization of this program will significantly improve ordering operations.

It is evident that Print Shop Pro has drastically improved efficiency and productivity within the University’s printing facility. As the program undergoes continuous product enhancements, the EDU technical support team is dedicated to providing service to the shop in order for all employees to remain proficient.

EDU Business Solutions continues to excel in delivering software solutions and support programs designed to meet the unique needs of in-plant print shop facilities.

In addition to a print shop management solution designed for a school district print shop, EDU Business Solutions provided Washoe with a look at how technical support can and should be delivered. EDU Business Solutions excels in delivering print shop software solutions complete with dedicated support.

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