Customer Profile
Embry-Riddle Aeronautical University

Embry-Riddle Aeronautical University at a Glance:

Name: Rex Dietrich - Manager, Printing and Engraving Services

Solution: Print Shop Pro® Manager, Webdesk, PDF Converter

Location: Daytona Beach, FL

Number of students: 5,000 residential plus 24,000 Extended Campus distance-learning students

Number of departments: 1,100

Print shop employees: 5 full-time plus several part-time student assistants

Job Tickets Per Month: 650 to 700

Equipment: 1 Single head envelope press; 2-color Ryobi presses; a DocuTech 6155 and a Xerox Nuvera and a vast array of binding, folding, inserting and cutting equipment.

Ask Rex Dietrich of Embry-Riddle Aeronautical University why he purchased a print shop management system and he will tell you, "To save time and increase efficiency." Ask him why he purchased Print Shop Pro® and he will tell you, "Print Shop Pro® was designed for inplant print shops. We didn't have to try and fool a program designed for a commercial organization into working within a non-profit organization."

Rex spent about a year looking for a management system for his five-employee print shop and found that most off-the-shelf programs were geared toward commercial shops. He didn't have the time to build a program from the ground up and purchasing a customized program was too expensive.

edu and Embry-Riddle formed a partnership. A partnership that provided Embry-Riddle with the "customized" system they were looking for (without the customized price), and provided edu with a valuable software development partner.

Rex's shop supports about 5,000 full-time residential students as well as over 24,000 students enrolled in one of the 140 Embry-Riddle Extended Campus distance-learning centers on US military bases all over the world. The shop produces about 650-700 jobs per month and supports over 1,000 departments.

Automated Reports
Embry-Riddle relies on reports to manage their shop and produces a variety of daily, weekly, monthly and annual reports. The management system they chose needed to do two things: automate report production, and be versatile enough to produce custom reports to meet their unique needs.

Print Shop Pro® fit the bill. By automating report production, time-intensive tasks such as redundant keystrokes and maintaining multiple log books are eliminated. This is especially important to Karen Rose, Job Coordinator at Embry-Riddle. She manages all print jobs and report production and is looking forward to experiencing the time-saving

benefits of Print Shop Pro®'s report capabilities first-hand. Karen will be the main operator of Print Shop Pro® and has been very involved in getting the program set-up in Embry-Riddle's print shop. Print Shop Pro® has also proven to be versatile enough to create the daily crosscharge reports that Embry-Riddle sends to their accounting department on a daily basis.

In addition, Print Shop Pro® provides reports to help Embry-Riddle make important decisions regarding production, job type, customer analysis and equipment volumes. For example, analyzing the equipment volume report is a useful tool for making future equipment purchases.

Job Approvals - Common Problem, Unique Solution

Does this sound familiar? All departmental employees can submit print jobs, but only a budget manager can approve jobs. Embry-Riddle wanted to make the move to an online customer job submission program, but didn't know how the approval routing process would work on the web. They found their solution in Webdesk. Together with Embry-Riddle, edu developed a solution that would enable Webdesk to manage the approval routing process online. Here's how it works. When a job is submitted by a print shop customer, the budget manager receives an email notifying them that a job is pending for their approval. The budget manager reviews the job and once it is approved, the job is released to the print shop and production begins. This solution is quick, easy, seamless and 100% electronic. Once the roll-out is complete, Embry-Riddle anticipates that about 40-50% of their customers will use Webdesk regularly.

The partnership between edu and Embry-Riddle has been very beneficial – providing Embry-Riddle with a solution designed specifically for in-plants and edu with a valuable development partner.

Would you like your company to be in our next customer profile? Let us know!

edu Business Solutions
630 Ash Street
San Diego, CA 92101
Phone: (619) 881-0295
Toll-free: (888) 673-8424
edubusinesssolutions.com

edu
Business Solutions