University of Milan
Ricoh’s myPrint service transforms student print environment

University benefits from self-financing print service

Improving student print services
The University of Milan is one of Europe’s leading scientific institutes. The largest university in the region with approximately 64,000 students, the University of Milan has eight faculties, two schools and a teaching staff of more than 2,000 professors.

The University of Milan possesses a remarkable artistic and cultural heritage. Some of the University’s faculties are housed in historical buildings in the centre of Milan and others are in modern buildings in an area known as Città Studi (the City of Studies).

Self-financing business model
The provision of print services can be a challenge for universities, particularly those, which like the University of Milan, have dispersed faculties. Ricoh’s innovative service-based approach made the provision of print services easier for the University of Milan.

Ricoh refreshed the University’s print infrastructure and implemented myPrint services. Using Ricoh’s smartphone app, students can now print from any location and collect work, on the go, from any MFP. The service, which is entirely self-financed, is administered by Ricoh.

“Our objective was to improve the print and reprographic services in our libraries by offering advanced services, in step with the times and the needs of our students.”

Laura Santoro, Student Print Services, University of Milan
Case study: University of Milan

State-of-the-art technology
Ricoh installed more than 70 multifunctional products (MFPs) at key locations, including libraries and computer rooms. The robust workgroup MFPs allow students to print and copy in both colour and black-and-white. To simplify operation, the versatile MFPs all share the same Smart Operating Panel.

Using Ricoh’s intuitive myPrint application, students can print work to the cloud from any location and collect it, on the go, from any convenient self-service MFP. To release print or make copies, the students need only authenticate themselves at a device using their myPrint card. The charge cards can be topped up online.

Cloud-based print application
The service is entirely self-financed. Ricoh installed the equipment free of charge, extending its myPrint service to students on a pay-as-you-go basis. Ricoh also provides administrative support. A dedicated on-site technician responds quickly to any service issues and, carrying out a daily paper round, replenishes toner and paper.

Ricoh’s myPrint service has transformed print services at the University of Milan. Students have access to state-of-the-art technology. Working remotely, students can now collect work at their convenience from any device. And, managing every aspect of service delivery, Ricoh has alleviated the University’s administrative workload.

“Ricoh responded to our needs, providing innovative and effective print services. Our students really appreciate Ricoh’s myPrint app. It gives them the flexibility to work from remote locations.”

Laura Santoro, Student Print Services, University of Milan

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