



Case Study

Loughborough University Controlling the sales of design goods using the Copydata solution



Objectives

With a paper based cost accounting system used for the payment of services in various workshops (including textiles, fine art, 3D and visual communications) Loughborough University's School of Art and Design needed to update their systems and look at areas where they could reduce their costs whilst improving efficiency.

Students had to purchase materials or facilities using a paper and manual system with only the administrator being able to top up their accounts. This process was also problematic for the administrator as it meant spending most of their time re-valuing accounts, rather than focusing on other administrative projects.

Requirement:

The primary requirement for the School of Art and Design was for a good value, cost recovery system that would better manage its facilities, staff time and student accounts.

As a large University Department, the School of Art and Design encompasses a wide and varied range of specialist services, so it needed a system that would be able to cope with lots of logging terminals. At the same time, the School wanted the ability to obtain historical reports from each terminal as well as a centralised version.

Whilst in discussions with Danwood, the schools photocopier supplier, it was suggested that an update in the Auditing technology would provide the control needed. Danwood then recommended and subsequently returned with ICS.

Solution:

ICS recommended and installed the Copydata software solution to fulfil the School's requirements for a payment system to manage the art and design equipment.

As part of the Copydata solution, ICS supplied the School with a Card Bureau Service, providing bespoke smart cards, unique to their campus. Students can then use their smart card to pay for facilities within the School of Art and Design.

To work alongside the Copydata solution, HS600 terminals were installed next to each of the different University facilities and service points. Students use their smart cards which automatically subtracts payment from their account— aiding the School of Art and Design in recouping lost facilities costs. The HS600s are networked to allow staff to pull history and usage reports about each terminal from the comfort of their desk.

Location:

The School of Art and Design at Loughborough University, Loughborough, Leicestershire.

Student population:

1,300.

Solutions Package:

Hardware: MP700 value loader, and HS600 card reader terminals.

Software: Copydata management software to manage the sales of services and facilities.





"ICS and Danwood are the only companies I can recall that always get everything right; from customer service, to equipment, to support to staff. Financial or technical – they've been great. I would definitely go back to ICS. The system works and it's so easy to use!"

Becki Turlington-Smith,
Finance Administrator at the School of Art & Design.



The MP700 value loader.



The HS600 card reader; used to charge students for the School's facilities, services and materials.

Results:

Staff reports note that the students are much happier with the new payment solution. Previously they needed separate accounts (on paper) to use different University facilities/services. Now all the students need is their card, which can be used in all the different art and design production areas.

Students can revalue their accounts whenever they want, using the MP700 value loader.

The administrator also reports that the School of Art and Design has been able to fully account for all services rendered, as well as saving a substantial amount of money through recouped costs, such as the buying and selling of high grade art materials.

The Copydata solution was installed at the beginning of 2008 and already staff can see an overall improvement in the management and administration of their art and design equipment and goods.

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