



## Case Study



### Location:

Docklands Campus, East London.

### Solutions Package:

**Hardware:** PC20 Print Release Terminals and AL4300 Value Autoloaders.

**Software:** Pcounter PRO, Pcounter XPR Reports.



# University of East London A Bespoke Print Payment Solution With Smart-Cards

### Objectives:

Annually, a student questionnaire about the facilities and services offered by the University of East London is produced. The results indicated that the limited physical space surrounding the old print control devices impaired the movements of students. Another concern raised by the students was directed at the screens attached to the old control terminals. Students felt that the screens were too small to be read effectively and that they could be made clearer with easier navigation. The survey coincided with the recently revised Disability Discrimination Act 2005 (DDA) and UEL felt this was an opportune time to address both the needs of the students as well as fulfilling DDA recommendations.

### Requirement:

UEL wanted to develop a new strategy to reduce the queues during busy periods of activity. Data entry for the new terminals needed to be simpler and faster and UEL were keen to reduce the amount of time staff had to devote to the upkeep and maintenance of the old system.

### Solution:

In order to speed up the process of retrieving student's work from the printers, ICS integrated UEL's student ID card so that it could be used as a swipe ID method at the print terminals. This would greatly speed up operation times and in addition the card could be used to store money and pay for activity.

With the assistance of Altman's Technologies, ICS upgraded the print solution Pcounter, to Pcounter PRO to include the management of self service revaluing stations. These value autoloaders would be used for crediting student's accounts via their university ID cards. This meant that staff no longer had to manually credit student accounts and freed up much time.

The recently installed autoloaders have required a lot less maintenance and UEL states that the mechanical reliability is very good, with the new system paying for its own upkeep and continued re-investment.

### Solution Spot-light:

To comply with the Governments revised DDA recommendations, ICS proposed a variety of bespoke hardware terminals in order to fulfil the points raised by the students in their yearly survey.

In addressing the student's concerns regarding screen navigation, all hardware terminals were accompanied by a larger auxiliary screen for improved visibility. For students with sight disabilities, all value autoloaders were customised by a Braille fascia overlaying the terminal body, detailing instructions for use. The PC20 terminal card readers featured raised lettering on the button heads and an additional auxiliary screen.

Through working closely with UEL, ICS was able to develop a bespoke solution that would not only benefit partially sighted users, but also the general student body.

### Future:

Currently the University of East London is considering plans to expand the range of bespoke auxiliary screens and terminals to several of their other campuses to further improve the quality of service for all students.

UEL also have the capability to include their photocopying facilities under the Pcounter PRO solution should they wish.





"We were happy to work with ICS. They seemed to enjoy the challenge we presented and it has led to a very satisfying outcome."

**Rick Branston**  
IT Service Manager

## Bespoke hardware solutions that benefit all.



Unlike the standard AL4300 and PC20, our bespoke designs include an auxiliary screen for increased visibility for all users, ensuring equal quality.



The PC20 Card Reader Terminal features a keypad with raised numbers and a corporate yellow overlay to enhance visibility.



The newly installed AL4300 Value Autoloaders have been customised with the same yellow for easier visibility. The terminal body has Braille superimposed across the front for disabled users. The terminal also has an enhanced keyboard – each letter on individual buttons is raised and large in format.

Integrated Card Solutions Ltd is the No.1 copier control supplier in the UK. We hope our hard earned reputation for high quality, easy to use products, efficient service and competitive pricing will give you the confidence to choose an ICS product. All ICS supplied and installed equipment comes with a comprehensive one year on-site warranty for parts and labour.

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