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DATASHEET

Nuance SafeCom Pay

Let the users pay

Very often printing facilities in libraries and educational institutions is a huge expense that is difficult for IT-management to administer. Therefore the expense of printing and copying in educational institutions and libraries is a challenging management problem that needs careful consideration.

The solution chosen should of course allow for accurate charging of printing and copying, preferably with as little administrative overhead as possible.

But how about taking the solution one step further: give all users the freedom to collect their documents at any printer at any time and save costs by avoiding wasting paper.



HOW DOES IT WORK?

SafeCom Pay is part of the modular SafeCom Smart Printing™ concept. The SafeCom Pay module makes it possible to charge users up front for printing and copying.

Each user has his/her own account into which he/she can deposit money. As long as there is money on the account users can print and copy. If an account has run out of credits the user cannot get access to print and copy.

This way SafeCom Pay makes it easy to administer users and accounts and ensures that print and copy is always paid for in advance.

WHO CAN USE THE PRINTING FACILITIES?

SafeCom Pay can be used by both staff and students. Staff's print activity is unlimited, but can be tracked and used for subsequent departmental invoicing. Students' print activity can be subject to various accounting policies as described under cost recovery.

COST RECOVERY

With SafeCom Pay educational institutions and libraries have the option to charge full price for print and copy, but there are also other scenarios.

Full cost recovery

Students pay for all their print and copy jobs. With this setup print and copy services on campus can be self-funded or even create a revenue that can be used to the benefit of students.

Partial cost recovery

Students are given certain amount of credits for example per month or term. When the credits run out the students can choose to buy more credits if their printing and copy needs exceed the assigned credits.

Quota Control

Students are given a certain amount of credits and can print until they run out (quota is used). After this they can no longer print or copy until they are assigned more credits. This policy is popular in schools that do not allow fee-based printing.

The user scenarios

Self-service

With SafeCom Pay users are given freedom to administer their own user account. Administrative staff can revalue students' accounts via the supplied SafeCom Administrator program.

Students can revalue their own account by depositing cash money in the SafeCom Money Loader or via the Internet using SafeCom ePay.

With the SafeCom Web Interface students can use a web browser to see their current balance and the transactions on their SafeCom account.

Scenario 1: Pay in a Push print environment

When SafeCom Pay is applied in a push print environment users click print as usual, their document is printed immediately and their account is charged with the document price.

A dialog can appear prompting the user to accept the price of the job before it is sent directly to the printer.

Scenario 2: Pay in a Pull Print environment

When SafeCom Pay is applied in a Pull Print environment, users get the full benefits of the SafeCom Smart Printing Universe.

With Pull Print, printers are SafeCom-enabled and users click print as usual, but nothing is printed before users walk to any of these printers, identify themselves and collect their documents.

When logged in at the printer or MFP the student can see the current balance and the price of the documents.

For more information visit safecom.eu

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REQUIRED MODULES

Two modules are required in order to run SafeCom Pay.

SafeCom Server

SafeCom Server Software is the heart of any SafeCom Solution and is a prerequisite for running any SafeCom module.

SafeCom Tracking

SafeCom Tracking is required in order to apply SafeCom Pay to the print environment. SafeCom Tracking stores data about each print and copy job; data includes; owner, number of pages, paper size, and possible use of color and duplex. This data is used as the basis for charging users for print and copy.

COMPLEMENTING MODULES

The below modules can be applied to a SafeCom Pay solution in order to make it more flexible, scalable and user friendly. To learn more about these please refer to the corresponding datasheets.

- Pull Print - Documents follow users to their choice of printer.
- SafeCom Web-interface - Users can use a web browser to see their current balance and transactions on their SafeCom account. Users can delete and retain documents pending collection without going to the printer.
- SafeCom ePay - Allows users to transfer money from their bank account to their SafeCom account via the Internet.

SafeCom Pay has been developed in collaboration with national and international universities and libraries and builds on the robust SafeCom Server Software which is also used by demanding large companies and organizations throughout the World.

SYSTEM REQUIREMENTS

- Server:
 - Windows 2008/2008 R2 and 2003 SP2 (both 32-bit and 64-bit)
 - Virtualization software, such as VMware and Microsoft Virtual Server, is supported as long as it supports Windows.
 - 1.4 GHz CPU (recommended 2 GHz or faster) and 2 GB RAM or greater. 5 GB of free disk space or more depending on print volume.
- Web Interface
 - Internet Information Service (IIS) version 7.0, 6.0 or 5.1.
- Database
 - Microsoft SQL Server 2008 R2 Express is distributed with the software and requires Microsoft Net Framework 3.5 SP1 and Windows Installer 4.5. In a SafeCom multi server installation the master server must run Microsoft SQL Server 2008 or 2005.
- Client
 - Windows 7, Windows Vista, Windows XP SP2, 2008, 2003, and clients running Citrix and Windows Terminal Service.
 - 1 GHz CPU and 1 GB RAM or greater (minimum 2 GB RAM if 64-bit).