What is the Managed Print Service?

The Managed Print Service (MPS) is a system for managing print and copy usage across the collegiate University. It uses a customised print management system to route print queues via a central print management service, dealing on behalf of each participating institution with all print spooling, auditing, reporting, user authentication and charging. This reduces costs for institutions, in exchange for a modest fee, by eliminating the hassle and overhead of having to purchase, maintain and administer local infrastructure.

The MPS allows for a great deal of delegated management (via a web-based Delegated Management System) to the institution. Secure authentication using the established University of Cambridge ID card is provided as part of the MPS.

Running on dedicated hardware, the MPS central infrastructure is located in the Computing Service Data Centre and enabled for use across the CUDN. Users in participating institutions can send print jobs to printers and MFDs (Multi-Function Devices) from their own Mac or PC, via wired or wireless (eduroam) connections.

Users pay for their printing online by debit or credit card, in advance, and can use their print credit at any institution across the University participating in the Common Balance scheme.

Features

- Supports most network printers (new and old) and Multi-Function Devices (MFD: printer/copier/scanner in one)
- Reduce staff overhead, capital expenditure on infrastructure, and licensing costs
- Delegated Management System allows institution staff to control and monitor usage
- Options to charge users for photocopying, printing and scanning, at rates set by each institution
- FindMe: securely release print jobs at any MFD within an institution. This provides for confidential printing and reduces wastage from non-collected print jobs
- EmailMe: scan documents up to A3 at an MFD directly to email
- Print Credit: purchased online and used to pay for printing at any participating institution. VAT is charged where applicable, student printing being exempt
**Management**

Joining the UCS Managed Print Service not only reduces overheads but ensures a resilient and consistently provisioned photocopy, print and scan-to-email solution for the institution. The institution will benefit from the expertise and experience of the UCS in running a large-scale enterprise print solution across the collegiate University. Joining the scheme gives direct access to eCredit and the Common Balance, the Delegated Management System and centralised support via the UCS Service Desk.

Print, photocopy and scan charges are configurable individually at an institutional level. An institution can choose to subsidise, fund fully or recover costs associated with any constituent group within its community.

Appropriate institution staff can be granted access to the Delegated Management System (DMS). Accessed via a web interface, the DMS delivers management of users, group membership and control over local credit balance to the staff approved by the institution.

**Charging**

The Managed Print Service is a charged service. The prices, available upon application, depend on the number and type of printers and/or MFDs being supported. The purchase and maintenance of the printing hardware remains the responsibility of the institution.

**Further Information**

Email: ds-print@ucs.cam.ac.uk

Web: www.ucs.cam.ac.uk/desktop-services/ds-print

University search: ds-print

Phone: 34438

---

**Managed services for institutions**

- **Calendar** – Google calendar with Raven authentication and calendars of University dates
- **Desktop** – central filestore, managed print, application delivery, personal and group web pages
- **Directory** – web- and email-based online directory with delegated management of content
- **Email** – spam and virus filtering, managed mail domains, institutional mailing lists
- **Hosting** – networked rackspace in a secure environment with redundant power, cooling, fire suppression
- **Consultancy and support** – reviews and strategic advice, recruitment, induction and appraisal of staff, institution support service
- **Network** – end-to-end network connectivity: IPv4, IPv6 or raw fibre, installation services, wireless, DNS
- **Search** – institutional control of quicklinks and filtered searches, for web and directory searching
- **Telephony** – VoIP telephony with institutional call-logging and billing access
- **Training Facilities** – training booking system for any course provider, bookable facilities, customised training courses
- **Video** – recording, encoding, storing and streaming institutional video content
- **Videoconferencing** – fully equipped central facility, equipment hire, consultancy on institutional facilities
- **Web** – hosted web servers, Wikis and content management system

**General contact for managed services: UCS Institution Liaison office**

Phone: 34720/48477

Email: institution-liaison@ucs.cam.ac.uk

Web: http://www.ucs.cam.ac.uk/linkpages/managed

---

**Online payment system - eCredit**

**Managed services for institutions**

- **Calendar** – Google calendar with Raven authentication and calendars of University dates
- **Desktop** – central filestore, managed print, application delivery, personal and group web pages
- **Directory** – web- and email-based online directory with delegated management of content
- **Email** – spam and virus filtering, managed mail domains, institutional mailing lists
- **Hosting** – networked rackspace in a secure environment with redundant power, cooling, fire suppression
- **Consultancy and support** – reviews and strategic advice, recruitment, induction and appraisal of staff, institution support service
- **Network** – end-to-end network connectivity: IPv4, IPv6 or raw fibre, installation services, wireless, DNS
- **Search** – institutional control of quicklinks and filtered searches, for web and directory searching
- **Telephony** – VoIP telephony with institutional call-logging and billing access
- **Training Facilities** – training booking system for any course provider, bookable facilities, customised training courses
- **Video** – recording, encoding, storing and streaming institutional video content
- **Videoconferencing** – fully equipped central facility, equipment hire, consultancy on institutional facilities
- **Web** – hosted web servers, Wikis and content management system

**General contact for managed services: UCS Institution Liaison office**

Phone: 34720/48477

Email: institution-liaison@ucs.cam.ac.uk

Web: http://www.ucs.cam.ac.uk/linkpages/managed