



## Advancing Medical Care for the Northeastern Pennsylvania Community

The Commonwealth Medical College



A flexible printing, copying, scanning,  
faxing, and sending solution for  
The Commonwealth Medical College

## uniFLOW CASE STUDY

### CANON SOLUTIONS

#### Canon imageRUNNER/imageRUNNER ADVANCE systems and uniFLOW software

##### GENERAL OVERVIEW

For residents of Northeastern Pennsylvania, scarcity of medical care was becoming a real threat. With predictions of specialty physician shortages across the region and the expectation that over a third of practicing physicians would retire over the next decade, it was time to devise a solution to help ensure the availability of quality medical care. In response, a grassroots group of medical, community, and governmental leaders collaborated to develop solutions. Ultimately, it was determined that launching a new medical school would be the best overall long-term decision.

In August 2009, the group's vision became reality when The Commonwealth Medical College officially opened its doors to prepare the next generation of medical practitioners. Today, the college expects that it will provide 425 diverse practicing physicians throughout the region over the course of the next 20 years. Founded upon proven practices in evidence-based medicine and the latest medical technology, The Commonwealth Medical College provides a Doctor of Medicine (MD) program, a Master of Biomedical Sciences, and continuing medical education. It's also one of only three institutions in the United States to offer the dual Doctor of Medicine and Master in Health Administration degree (MD-MHA) for students who envision a career encompassing both disciplines.

With three regional campuses across Northeastern Pennsylvania—Wilkes-Barre, Williamsport, and Scranton—The Commonwealth Medical College will be opening a new 180,000-square-foot medical sciences building this year, one that's dedicated to its education and research programs.





## CUSTOMER ISSUES

As a new educational institution, The Commonwealth Medical College had to go through a rigorous and lengthy accreditation process. During this time, it was using a fleet of multifunction devices that simply didn't meet its security and management usability needs—a problem that would be amplified once students were admitted to the college. The devices didn't support authentication using their Active Directory domain, thus leading to issues with access permissions and making an already complicated scanning process even worse. Moreover, The Commonwealth Medical College had to find a way to handle the cost of printing for students without hindering productivity.

The college needed devices that would easily integrate into its technology infrastructure, require minimal maintenance to optimize uptime, and be highly intuitive for users with minimal training. Additionally, students would be provided with a budget each semester for printing and copying, plus a means to replenish funds to cover the additional cost of consumables and necessary maintenance.

“We needed reliable devices that could be available 24/7 for students and faculty, and minimize the amount of staff time necessary to manage them,” said Mr. Doug Carroll, Director of IT for The Commonwealth Medical College. “We also wanted to automate the way students could track the balance in their account, provide estimated costs for output, and a dependable process to pay for additional output from anywhere, at any time, whether it was late at night, a weekend, or a holiday.”

The college considered a coin-operated device; however, it determined that it wouldn't be sufficient, because it would require continual servicing and cash would be the only means for payment. If the payment device was full, out of service, or sufficient change wasn't available on-hand, it would be very difficult for students to obtain the output they needed from the multifunction devices, particularly during off-hours.



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*Mr. Doug Carroll, Director of IT for  
The Commonwealth Medical College*



## CANON SOLUTION OVERVIEW AND COMPONENTS

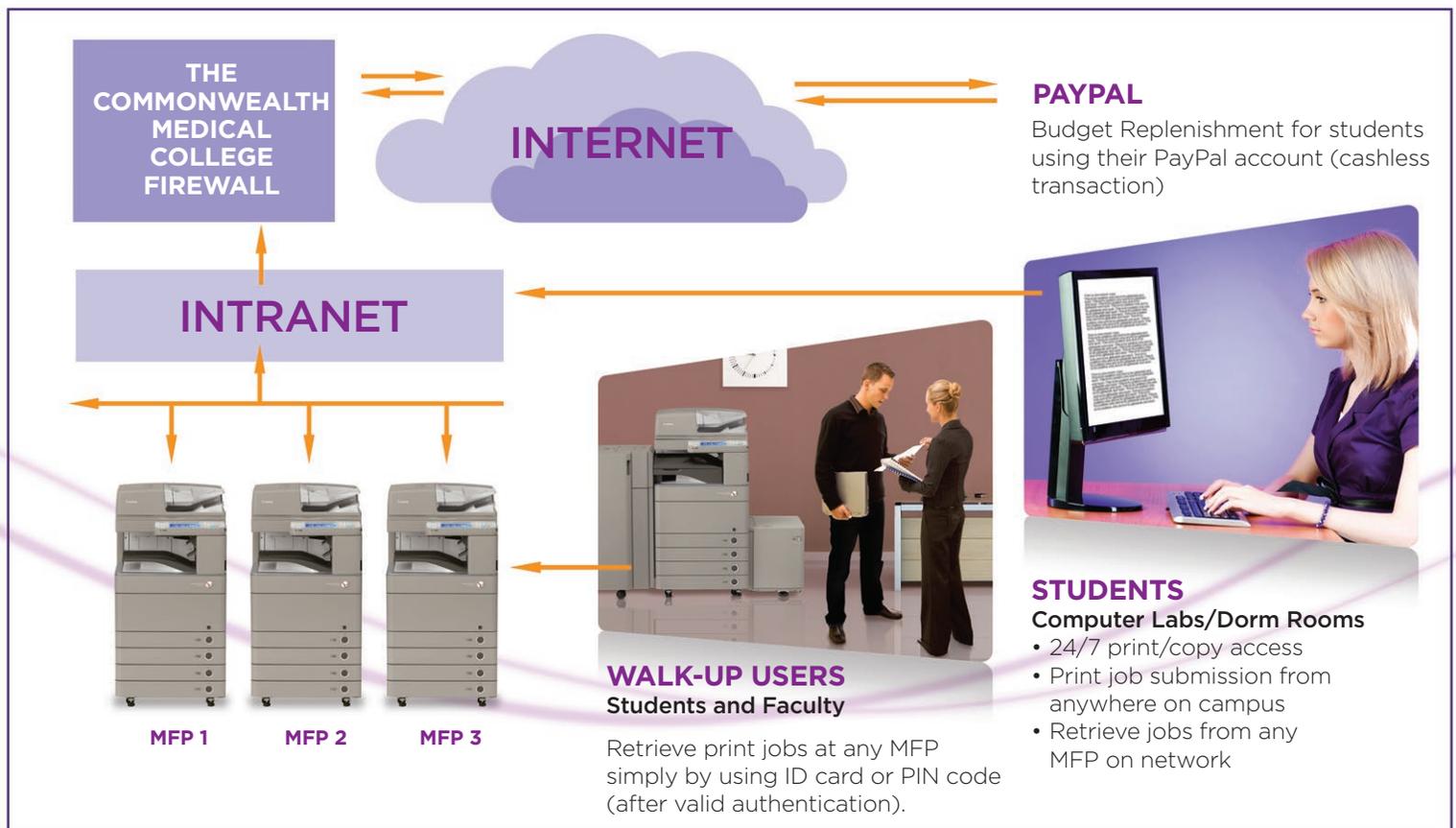
The Commonwealth Medical College considered multifunction devices from a number of different vendors. Based on its document workflow experiences during accreditation and having developed a sophisticated technology infrastructure that could scale with growth, it knew the real-world challenges that needed to be addressed.

“After careful consideration, it was determined that a solution of Canon imageRUNNER/imageRUNNER ADVANCE multifunction systems and uniFLOW software was the most flexible,” continued Mr. Carroll. “It aligned perfectly with our core mission of educating aspiring physicians using innovative techniques and cutting-edge technology.”

It was determined that a diverse mix of eight imageRUNNER/imageRUNNER ADVANCE multifunction systems would most efficiently address the print, copy, scan, fax, and send needs of the college. This multifunction line-up is comprehensive, which made it easy to identify the ideal device for each location based on anticipated volume and required capabilities. uniFLOW—a modular, intelligent, and highly scalable print management software suite—was also deployed by Canon’s Professional Services team to provide an advanced architecture for the college’s unique document workflows.

To facilitate walk-up operations, students and staff are issued a proximity card to identify themselves. The card is swiped at the device for authentication by the uniFLOW MEAP log-in application and provides instant access to the set of features they’re permitted to use. Within the uniFLOW MEAP application, users can view all their pending print jobs, review the cost to be applied against their budget for better visibility and spending control, and release each as needed.

The uniFLOW Internet Gateway and Statistics modules were configured to handle the tracking of student output and interface with PayPal™ for replenishment. When a student’s budget reaches a low threshold or has been exceeded, uniFLOW immediately sends an e-mail to the student with a direct link to PayPal, allowing them to add additional funds 24/7, without requiring any staff intervention. Once payment has been successfully processed, the student’s account is quickly credited and they can resume printing and copying.





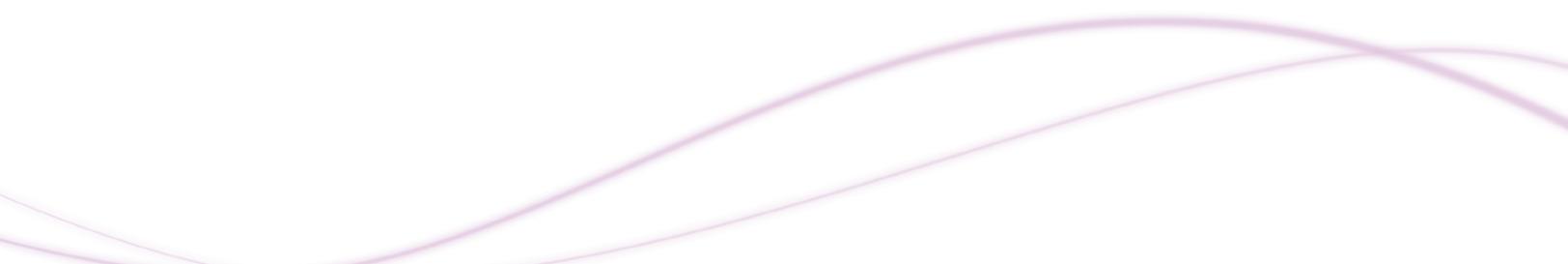
## SUMMARY

Recognizing the tremendous value that technology brings to education, The Commonwealth Medical College has invested in creating a sophisticated infrastructure that seamlessly connects technology and people. Partnering with Canon U.S.A., Inc. provided significant benefits to the college:

- Intuitive print, copy, scan, fax, and send features for all users
- Reliable, high-quality document workflows with minimal maintenance
- Automatic authentication against their Active Directory domain with proximity cards to secure devices and print jobs
- Ability for output to be released on any system on demand
- Reduce output inadvertently taken by other users
- Regulate print and copy jobs based on per-semester budgets for students
- Notify the students of the cost of each job and debit it from their budget
- Provide a quick way for students to easily replenish funds through PayPal 24/7

Additionally, Canon's highly detailed uniFLOW Printing Intelligence Reports demonstrate that faculty, staff, and students have embraced the new technology and are actively participating in helping the college achieve its "Go Green" goals. As a matter of fact, the college's newsletter highlights users who have made the largest contribution toward becoming a paperless environment.

When printed output is required, the most recent report indicated that nearly 75% of all print jobs were output as double-sided pages. On an annualized basis, this has saved nearly 500,000 sheets of paper and significantly reduced the cost of consumables. As a result, more than 200 trees have been saved and an estimated 16,293 pounds of greenhouse gases have been prevented from polluting the environment.



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