

Evolution of CERN Print Services

Golden rule: everyone at CERN can print – ALL staff, visitors, conference participants, anyone!

Demanding environment: approx. 1000 networked print devices in 230 buildings

Our challenge: evolve Print Services into a robust and user-focused service

To deal with legacy issues:

- Support simplified through standardisation
- New tender included onsite support to cover complete printer park
- Proactive support encouraged
- Positive results!

Statistics per average working day:

- 60-65,000 pages printed
- Which is 14,000 print jobs
- Printing on av. 800 devices

User experience improved through tools such as:

- Printer installation tools
- Search & filtering options: by function and geolocation
- Easy mail-to-print solution for visitors