Eastern Washington University

"The support end of it is key. We now have a complete solution fully supported by one vendor. And the feature set is one of best as far as the variety of connectors."

– Carl Combs, TSS Supervisor, Information Technologies Division

Customer Support Sets Scannx Apart

When Eastern Washington University in Cheney, Washington went looking for a new scanning solution, IT Supervisor Carl Combs had one priority – customer support.

Many librarians and IT professionals seek out the Scannx Book ScanCenter for its ease-of-use and state-of-the-art features, but while Combs admits those "are great to have," what really impresses him is the complete customer service he gets from Scannx, from set-up and customization, through ongoing hardware and software support.

Previously, the university used a PC attached to a copier that ran a document management and capture solution for scanning, but Combs wasn't satisfied. The only options that system offered were to send scans to a printer or to email, and the speed was slower than he liked. But most importantly, he was unhappy with the level of tech support he was getting.

"We wanted more units around campus, but it wasn't easy to implement or maintain," he said. "The main issues were vendor relations. We needed both software and hardware support, but the company did not have an entire support solution like Scannx does."

Combs was impressed with the completeness of the support services from Scannx. "They take care of the connectors, the software, and the hardware," he said. "And,

while different vendors would tell us different things, there was some confidence in the way Scannx was selling the product that they could make it work for us." In addition, he appreciated that Scannx offered to send him a demo unit. "That was very helpful," he said. "We got it in and had it for a month." That test run convinced him.

Customizing Options Make Book ScanCenter a Perfect Fit

Eastern Washington University initially installed six Book ScanCenter 2.0 kiosks with both the patented book-edge 11"x17" flatbed scanner and a Xerox DocuMate sheet-fed scanner that accepts stacks of pages, has double-sided capabilities, and scans 90 images per minute. "We wanted to have both options – flatbed if they have larger 11"x17" pages, or want to show off their art, and sheet-fed for normal 8 1⁄2" x 11" sheets of paper, so they can just put it in and it's on its way," said Combs. The Book ScanCenters were deployed around the university – three in the library, two in computer labs on the main campus and the Riverpoint campus, and one in the Disability Support Services office. For easier access, the scanners were set up on air-touch tables, which allow the user to easily adjust the height up or down – a solution that is particularly appreciated by special needs users.

For added security, the university wanted a separate button to send scans through the campus-authenticated email system, as well as a connector for general email addresses. They also wanted users to have the ability to upload scans to NetStorage, Eastern's internal online storage site, where each student has 10 free gigabytes of storage. Combs also had Scannx set up connectors to allow users to scan to USB flash drives, Google Drive, and mobile devices.

"One of best things about Scannx was that they were willing to work with us to customize the connectors to work in our environment," said Combs. "There are always bumps in the road when you implement something, but Scannx took it on and made it work. So, the support has been outstanding."

Scannx also helped the University customize the scan-to-print feature to integrate it with the $9 printing credit each student gets as part of their technology fee. "Now, students can scan to a printer and utilize their print credit instead of paying for hard copies," he said.

Scannx Delivers Student Value and Solid Support

The response from students has been outstanding. During one month alone, users scanned 61,000 pages. "The feedback is positive," said Combs. "Most students can walk up and scan. The touchscreen flow is great. The navigation is very good and I like the editing features that are built in for cropping, auto-adjust, and to straighten out pages. The OCR feature seems to be solid, and does a good job, assuming the original was decent quality. And it's definitely faster. We're liking the solution a lot."

Still, while he appreciates the ease-of-use and all the new features the Book ScanCenter brought to Eastern Washington University students, he thinks of them as "value added" bonuses.

What's important, he said, is that Scannx "support has been solid all along." And that has enabled him to find and maintain a state-of-the-art scanning service for the university's 10,000-plus student body without raising fees. "When you talk about tech services at Eastern, it's very impressive," said Combs. "We've had a technology fee that has been $35 per quarter since the fall of 1999. We've never changed it. Based on that fee, student tech services have been top notch, from online storage to labs to the hardware and software available. There are a variety of things that fee is paying for, and that includes this Scannx service. And at a university that's very price sensitive – we're a campus that attracts a lot of first generation college students and non-traditional students commuting from Spokane – that's very important."