San Joaquin Delta College

San Joaquin Delta College, a community college located in Stockton, Calif., was founded in 1934 and serves approximately 25,000 students with 1,000 staff and faculty. Its Publication Center is dedicated to providing the highest-quality digital printing, bindery and copier/printer maintenance for faculty, staff, administration and students. The Publication Center's comprehensive, behind-the-scenes support for all stakeholders helps ensure a successful outcome for students and the entire San Joaquin Delta College community.

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Convenience and Quick Turnaround Sets San Joaquin Delta College's Publication Center Apart

Challenge:

"We made the decision to go all digital with our printing about five years ago to get out from under the environmental concerns around offset. The next logical step was to make our workflow as automated and productive as possible."

–Gilbert VanOver, Publication Center Manager
San Joaquin Delta College

About five years ago, the Delta College Publication Center retired its offset presses in favor of an all-digital production platform provided by IKON Office Solutions (now Ricoh). This consisted of color and monochrome digital presses operated by the Center's staff as well as a monochrome digital press available for walk-up traffic.

The Center is equipped with four Ricoh 1107 EX presses, a Ricoh C651 EX digital color press and a Canon imageRUNNER Pro 125VP digital monochrome press. The C651 and imageRUNNER 125 have inline bookletmakers to accommodate the large number of booklets the Center

produces. All digital presses, except a Ricoh 1107 used primarily for walk-up operation, are equipped with EFI™ Fiery® digital front ends with Fiery Command WorkStation®.

After the Publication Center switched over to digital printing, it sought out ways to better utilize its installed base of equipment. The Center also manages Delta College's distributed fleet of copiers and printers in partnership with Ricoh and discovered that there are tools from EFI that could assist in that process.

Solution:

Delta College acquired EFI Digital StoreFront® web-to-print and eCommerce software when it upgraded its production fleet. Utilizing Digital StoreFront and maximizing the advantages possible with the Center's other EFI products became a key priority for Andy Thomas, a computer support technician who joined the organization in 2007.

Today, all of the Publication Center's systems are interconnected, and many jobs are processed without manual intervention. The Publication Center has also been very creative in its deployment of Digital StoreFront, and uses it to deliver more value to the college.

The team at San Joaquin Delta College Publication Center has done a remarkable job utilizing its EFI solutions to create an extremely automated and efficient production environment. As a result, working with the Publication Center is a quick and easy process for Delta College employees.

"Much of the work that comes in is pretty straightforward," says VanOver. "Any black-and-white work we don't need to touch comes in through Digital StoreFront and is automatically released for production to our Ricoh 1107s. A job ticket printed on colored stock is inserted between each job, so we simply pull them off of the printer and put them on shelves for pick-up or delivery."

VanOver says as many as 50 to 60 jobs are uploaded every night. "We come in about 7:00 a.m.," he says, "and by around 12:30 those jobs have been released by my staff and pulled off of the digital presses and stacked on the shelves, ready to go. It's an awesome process."

Work destined for the Canon imageRUNNER or the C651 color press is reviewed by an operator prior to being released to production. "This might require impositioning, preparation for variable data, image correction or other actions, for which we use Command WorkStation and its Fiery Impose feature," Thomas says. "Also, of course, we want to closely

San Joaquin Delta College Publication Center Support Technician Andy Thomas

monitor our color volume to make sure there is minimal or no waste associated with the color printing process and that those resources are being used appropriately."

Results:

Digital StoreFront has become a huge success factor for the Publication Center, especially for automated work and for items such as stationery and business cards. In addition to managing orders for print-on-demand items and standard forms, the Center's Digital StoreFront gives users the ability to acquire laser or inkjet supplies for their remote printers.

"Many times users don't know exactly which model machine they have or which supplies are required," Thomas explains. "We have set up Digital StoreFront so that all they need to do is enter a campus building and room number, and they are presented with an image of the copier/printer as well as images of the supplies. This makes it fast, easy and accurate for these types of supply orders." Thomas has also set inventory levels for many of the supply items, and Digital StoreFront sends notifications when items need to be restocked.

As for the print work the Publication Center handles, "We hardly send anything out anymore," VanOver proudly states. "We are able to give our users extremely fast turnaround, the quality they expect and a very reasonable price for the materials they need to do their jobs. We are perceived on campus as a high value-added service, and we work hard to continue to meet those expectations."

Results:

"Although we have more than 1,000 users on EFI Digital StoreFront, we can often complete an order within four to six hours of its submission due to the flexibility and efficiency of our EFI-based workflow."

–Gilbert VanOver
Publication Center Manager
San Joaquin Delta College

Like many California educational institutions, Delta College has had its share of budget cuts. "We had three full-time production people and two or three part-time students in the shop," VanOver says. "Now with Digital StoreFront fully functional and our integrated Digital StoreFront-to-Fiery workflow, we can run the operation much more efficiently than we did without EFI."

VanOver recalls that previously, there could be lines outside the door with people waiting to submit or pick up work. "With Digital StoreFront, we no longer have that inconvenience," he says. "In fact, times have improved drastically over the last several years. As you can imagine, that makes our users very happy."

Looking at the future, VanOver says, "To keep up with the ever-changing in-house printing process and the needs of users of our distributed fleet, we will continue to upgrade all of our EFI products and add new ones as it makes sense for our stakeholders. We are considering the new EFI M500 self-serve station for better management of some of our walk-up printing and copying needs, and we will be staying in close touch with our partners, Ricoh and EFI, to ensure that we know what's coming so we can adequately plan."

Why EFI?

EFI™ (www.efi.com) helps businesses worldwide bring their visions and goals to life with a scalable, digital product portfolio. Our powerful servers; controllers; RIPs; inkjet printers, and precise colour and imaging solutions help companies increase their brand recognition and market reach on signs, buildings, bus wraps, graphic displays and more. Our business automation software helps companies work faster and more cost-effectively. Our office, enterprise and mobile cloud solutions help companies create, access, and communicate impactful information that can win them more business.