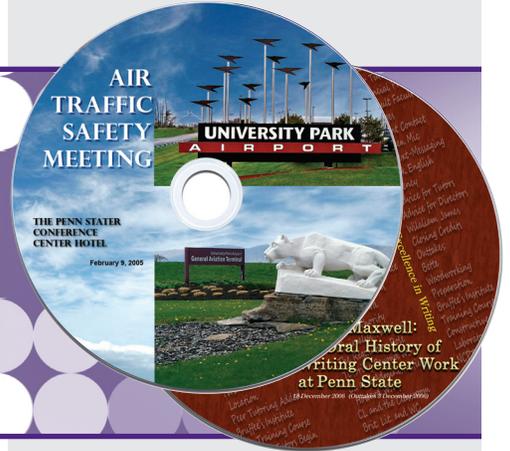CASE STUDY: *EDUCATION*

Penn State Gives Rimage Digital Publishing an "A"

Founded in 1855, the Pennsylvania State University (Penn State), is a multi-campus public university with more than 75,000 students and more than 22,000 faculty and staff. Penn State utilizes its Information Technology Service (ITS) department to handle all of its technological needs for students, staff and faculty. Within the ITS department is an in-plant printing and copy center used to publish digital information and distribute software to its students and faculty. Through the in-plant printing and copy center, Penn State provides over 40,000 discs annually. About half are computer utility programs and software packages, while the other half contain custom-published digital content, including course materials, reports or discs created for students, staff and faculty.

THE CHALLENGE

For the last 10 years, Penn State's information technology department had contracted with a third party for course material and software disc duplication. The third party publishing service enabled Penn State to produce a large number of computer utility software discs. However, as demand increased each year, the burden of warehousing large quantities of discs and discarding outdated inventory became too much.

As quantities grew larger, it took even longer to get the software to students and faculty. "While using a third-party vendor, there were issues with timing and deadlines," said Jeff Badger, system administrator for Penn State. "We would have to wait weeks at a time for a vendor to fill an order request and spend a lot on shipping doing it. That's what started the process for us – the size and complexity of our disc publishing needs became unmanageable."

Furthermore, when copying software discs Penn State had no way to track cost recovery for CD and DVD duplication. When students and faculty requested disc duplication services, the ITS department was unable to determine an appropriate pricing structure.

When problems with outsourcing disc production became too painful, Penn State's ITS department sought a better solution to alleviate its disc publishing burdens.

> *"The flexibility of the Rimage system has opened up the ability to offer the university at large a variety of other services. The ability to offer this service provides added value to the students and faculty."*
>
> Jeff Badger,
> System Administrator,
> The Pennsylvania State University

CUSTOMER
Pennsylvania State University

CHALLENGE
Manage Disc Publishing Seamlessly, Without Vendors

SOLUTION
Rimage Disc Publishing System

RIMAGE®

> *"The ability to offer tailored, on-demand disc publishing service has provided an added-value resource to students and faculty, something that we were previously unable to do."*
>
> Jeff Badger,
> System Administrator,
> The Pennsylvania
> State University

Fastest, Most Flexible Disc Publishing Solution

Penn State typically creates CDs and DVDs on short notice for students and faculty, requiring quick turnaround and great flexibility. Rimage systems are designed to accelerate disc production and produce discs more that twice as fast as competitive products. In addition, Rimage offers unique, customizable, direct-to-disc publishing needs.

RIMAGE SOLUTION.

- Two Rimage Producer systems equipped with dual CD-R drives.
- Rimage software maintenance agreement.
- Rimage Media Kits, with CD and DVD media and Everest printer ribbons.

THE SOLUTION

"We first looked at Rimage because of our primary disc publishing need – computer tools for incoming freshmen," Badger said. "When it got down to looking at comparisons, we knew we wanted to produce our discs efficiently, but with a high level of quality. We didn't want a flimsy, one-off solution where we would need to hand-label thousands of discs."

After taking only one week to implement the Rimage solution, Penn State started noticing immediate results. The new in-house disc publishing system provided Penn State with greater efficiency. "We can create the software discs as we need them instead of duplicating thousands all at one time. This provides much greater flexibility for us to create discs on-demand and produce continually updated discs as software versions change," Badger said.

In-Plant Services

Implementing a Rimage disc publishing solution has made Penn State's disc production capabilities more flexible and allowed Penn State to offer a variety of other disc-related publishing services to students and faculty. Some of these needs include faculty publishing discs with course materials, reading lists and reports for students. Students may use the service for school projects and study aids, or for extracurricular activities such as producing multiple copies of original music performed by a Penn State student's indie rock band.

The disc publishing solution has also benefited local organizations, such as the Pennsylvania 4H club and the Future Farmers of America, by publishing copies of research, reports, club projects and presentations for them.

Software Distribution

The Rimage System has enabled Penn State to manufacture the software discs on-site. As a result, Penn State is able to negotiate discount pricing on software for students and faculty over and above the normal educational discount. Under the terms of its software licensing agreements, Penn State produces CDs and DVDs containing common software programs and sells them to students and faculty.

In addition, Penn State is now able to create custom student and faculty software packages on demand, giving everyone the tools they need for successful teaching and learning. Furthermore, Penn State frequently duplicates specialized software, such as engineering applications and operating systems, as allowed by its licensing agreements.

"In the past, our software and information packages had to be done too far in advance, so whenever we received updates we had to throw away thousands of outdated discs," Badger said. "Now, thanks to the Rimage system, we can change what is on the packets when we need to because we only make as many discs as we need at any given time."

Return On Investment

The Rimage disc publishing system has enabled Penn State to create professionally produced CDs and DVDs on a large scale, while minimizing costs and time.

RIMAGE®