



Copier Management Program Updates

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Auxiliary Services



Machine Deployment

- Copiers will be deployed over a 6 week period.
- Department copier contacts will receive an email with deployment details.
- Someone will need to be available to let the movers into the space. Install/removal should only take about 20 minutes.
- Fax needed?
 - Please let the deployment team know if the fax option needs to be turned on during deployment
- Any obstacles to be aware of? Please reach out so we can make sure it is documented.
 - No elevator/ramp, center piece of door needs to be removed, etc.



Copier Contact

- as.lsu.edu
 - Contact change form
- Why one dedicated person?
- Fleet Management Portal
- Training



Preparing for Deployment

- Departments will need to extract address book and user codes so they can be imported to the new copier.
 - Instructions will be provided to the copier contact on file
- Copier contact training on portal
 - Copier Management will reach out for a scheduled Teams meeting the week before deployment on the new system
 - Access to training materials/demos



What's New?

- Access to a fleet management portal to view device activity
 - One contact per copier
 - Customizable filters
 - Proactively monitored
- Identifying numbers via serial number or DNS name (host name/name on server)
- Copier Management will no longer place service calls to the technician
 - Devices are actively monitored through the portal



Fleet Management Portal

- Switching to a full service portal where copiers are actively monitored.
- Trouble tickets are automatically placed for issues and supplies are monitored proactively.
- Supplies are sent out when the low supply warning is sent.
 - Proactive monitoring negates for ‘emergency’ supply delivery



Copier Management Resources

- Requests through Copier Management Website: as.lsu.edu
 - Copier Moves/Machine requests
 - Contact Changes
 - Account number changes
- Billing questions via email to copiermgmt@lsu.edu

Key Take Aways

- Copiers actively monitored
 - Trouble tickets & supplies are proactively monitored
- One Copier Contact who will receive all communication in regards to deployment

Questions/Contact

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