



# MONITOR

## Case Study

### International College of Management Sydney **ICMS**



A leading business school in Sydney, ICMS provide courses in business, events, hospitality, international business, international tourism, property and sports management.

#### The Challenge

Every course at ICMS teaches discipline, knowledge and professional skills, and every student is supported through clear policies and procedures to ensure they achieve to their highest potential. They needed a system that worked just as hard to achieve great results.

Finding a sturdy print solution to accommodate the college's 1350+ students and staff was the number one priority for ICMS. Approaching Monitor with this need in mind, ICMS soon found that Monitor could provide a holistic solution to the college's other needs as well.

With such a focus on success, and with the knowledge the attendance is linked to success, ICMS needed to track and manage student attendance across their campus. With on-site laundry facilities, ICMS wanted a handy way for students to manage themselves with minimal staff input. And to cater to all the meals and gear a student needs, the college needed several point-of-sale terminals.

As it so often starts, ICMS inquired about updating their print solution and ending up seeing that Monitor could make life easier across the whole campus.

#### The Solution

Monitor rolled out a print solution perfect for ICMS. With MFD-embedded software, Follow-Me printing and Monitor's configurable Print Management software, students and staff alike can print securely and accurately all around the campus.

As an answer to ICMS's attendance requirements was the installation of 20 Monitor IDPorts on campus. These units scan student ID cards as they move around campus. This data is then collected from Supervisor Net, allowing students to view their attendance data in the existing school portal.

To meet the demand for laundry services on-site, Monitor installed an Express Kiosk with a laundry controller to allow students to easily self-manage their laundry needs.

ICMS then wanted to allow students and staff to use their cards as a purse for point of sale purchases. Five instances of Monitor iPOS were picked up by ICMS. With the complete back office management system that iPOS provides, combined with the detailed reporting capabilities of Monitor Insight, ICMS now have a comprehensive point of sale system.

Monitor was able to provide ICMS with a future-proof solution to their print, attendance, laundry and point of sale needs.

#### The Future

ICMS are looking to the future, and Monitor are excited about strengthening our partnership and finding more solutions as the college grows.