



CORTADO

The Business Class of Mobile Services



Fayetteville State University

Problem: Seeking secure and efficient printing in a large campus environment

- End users, primarily public safety officers and legal counsel, located on campus need the ability to instantly print documents for meetings and while on the go in order to maintain a high level of productivity. Additional printouts and hardcopies are always needed for the onsite campus.

Solution: Cortado

- With Cortado, users on campus can send any print job to any printer, without spending the time to search for a printer. Users can prepare their documents that need printing while walking across campus, and pick up the hardcopies onsite when they reach a printer. Printouts are available on demand from anywhere on campus making faculty and staff even more efficient.



- **Industry:** Education
- **Available IT infrastructure:** BlackBerry Enterprise Server Version 5.0.1.
- **Network:** Primary Sprint, also Verizon and T-Mobile
- **Print queues on campus:** Monochrome or Color



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Unique print environment: *Follow-me network printing* throughout the campus.

- Using Cortado Corporate Server and BlackBerry devices, along with the smartcard-activated follow-me service, user can print to any network printer. Cortado was able to seamlessly integrate the devices and the smartcards.
- The entire project went smoothly beginning with a seamless installation all the way to an easy user training. Since Cortado is integrated into the menu, users could easily learn how to use the application.
- The ability to print documents directly from the BlackBerry has allow users to print as needed. Cortado acts as more than just a handy tool when faculty and staff are able to locate a document on a network share drive and print it out during a meeting.



Printing:

- E-mails, pdfs, emails attachments
- Print via network printers
- Almost 100 BlackBerry users:
Legal department and police;
other select users



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Value: ROI

- While ROI is not measurable in a specific dollar amount, users no longer waste time sitting in an office to print, therefore increasing productivity is a huge return for the investment made.
- Funding for projects comes from the state and the university was able to allocate funds from the police dept budget for communication/technology improvements such as Cortado.
Depending on economic improvements, there is a possibility to extend the number of Cortado users to the Apple product line and additional BlackBerry users.

Advantages:

- Time savings and an increased flexibility to print while on the go are huge advantages. Being able to access documents on network drive, I no longer have to carry a laptop around with me.
- Limited number of help desk calls (most regarding PIN number reset)
- No security issues





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- Founded 1867
- FSU is a Constituent Institution of The University of North Carolina
- Approximately 7700 users
- 6500 students
- 1000 faculty and staff
- While the University offers a variety of degree programs, the primary goal of the University is the education of educators.

“My goal is to make BlackBerry my office. Cortado helps by allowing to access files on my network drives and giving me the ability to print from my BlackBerry.”

Joseph Vittorelli, Director of Systems & Infrastructure
Fayetteville State University

