



Leading Catholic
Grammar School

Digicorp 

“The level of service we receive is outstanding. Our machines are proactively maintained and any queries we have are quickly responded to. The ongoing management Digicorp provides allows us to focus on our staff, students and educational system.”

Challenges

- 1 Strategy to decrease costs and deliver value for money
- 2 A mixed bag of different equipment
- 3 Difficulty managing cost of existing print service
- 4 Decommission and remove equipment from the previous provider

Our client is a Catholic grammar school, serving students aged between 11 and 18 years. Founded in 1897, the school aims to develop the potential of all students by encouraging them to learn and strive for academic excellence. Like many public-sector organisations, the secondary school is under pressure to improve on the quality of education it provides, but also deliver value for money. One such service which is in constant demand from students, teachers and administration staff is print. The school needed to look at this resource and find innovative ways to reduce costs, improve service and increase efficiency.

Existing print facilities were a mixture of different brands, with a variety of desktop printers and no consistency in makes and model. The school lacked adequate centralised control for printing operations, so gathering data, controlling costs and managing print use was difficult.

Following a tender process, Digicorp was chosen as the school’s partner of choice, having excelled in providing a truly independent, bespoke solution which gave flexibility and met specific KPI’s. Following a complete print audit carried out by Digicorp’s professional services team, a two-phased print solution was agreed. This included investment in new technology, ability to monitor usage and implementation of print management software.

Solution

- 1 Replaced old devices with new high performing Ricoh equipment
- 2 Implemented PaperCut managed print software
- 3 Usage reporting capabilities
- 4 Customised the user interface across all print facilities

The components of the solution include replacement of old equipment and managed print software enabling usage reporting, secure print release and a customised user interface.

The first phase of the solution was to provide uniformity across the School. Digicorp decommissioned old devices which were either inefficient or failing. Taking the pressure off the school's busy IT department, Digicorp managed the storage and removal of equipment as well as communication with the previous provider. The process was carried out seamlessly and at no extra cost to the School. New state of the art, colour-capable, Ricoh Multifunctional Devices (MFDs) were installed throughout each department. This significantly improved downtime, reduced IT overhead and improved the user experience.

In phase two Digicorp implemented print management software, PaperCut, a server-based solution that provides the school with a centralised reporting and management capability. As well as being able to monitor activity for each device and implement printing policies, a key feature of the software is Follow-Me (Secure) printing. This allows staff and students to print from any MFD in the school. Users send documents to the print queue, then print from any device using their swipe card. Student's are also allocated a print budget per term, which can be topped up using a PayPal system. As a result, the school has an additional source of revenue.

In addition, the school wanted to make the user experience for staff and students as consistent as possible. Digicorp implemented SelectScan, a software solution which enabled the school to customise the user interface on all print facilities. Each device displays the same user screen and functions, improving efficiency and ease of use.

Outcome

- 1 Delivered annual savings of over 20% print costs
- 2 Print services are quick and easy to use, and conveniently located
- 3 99% device uptime
- 4 Managing and monitoring print use is more accurate
- 5 Average engineer response time less than 2 hours

After deploying the Digicorp solution the secondary school has transformed its print infrastructure, making it more efficient for users, easy to manage and is on course to reduce print costs by over 20% a year.

Besides the significant expenditure reduction by cutting the number of print devices, these savings have been achieved through better print service control and monitoring. The solution enables a full and detailed account of all print activity down to an individual. Follow Me printing has helped staff and students be more efficient and made printing more secure and flexible. Nothing is printed until a user swipes their card onto an MFD, so documents are not left sitting in printer trays. Any unwanted documents can be left on the system and automatically delete overnight, significantly reducing waste.

Digicorp's support and servicing team perform monthly preventative maintenance on all equipment reducing the amount of time the School spends looking after their fleet. The information gathered by the usage reporting software also means that supplies and consumables can be replenished automatically when running low, further decreasing any device downtime.



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About Digicorp:

Digicorp is an independent provider of business technology and solutions. With expertise in print, document management, collaboration technology, communication systems and IT services, we work closely with our clients to understand the challenges they face and their vision for the future. As an independent company with industry-leading partnerships, we can develop bespoke solutions for clients that add value and inspires positive change.

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