

## Education Colchester Institute



Colchester Institute reinvests money saved through Canon Managed Print Services into teaching and learning.

### Company Name

Colchester Institute

### Industry

Education

### Founded

Incorporated 1993

### Location

Ten locations in East Anglia, UK

### Services

Delivery of further and higher education courses

### Website

[www.colchester.ac.uk](http://www.colchester.ac.uk)

### Products

Managed Print Services (including uniFLOW) and web to print solution

### Overview

One of the largest further education colleges in East Anglia in the UK, Colchester Institute delivers courses in further and higher education to over 12,000 students across ten locations with the aim of 'providing students of all ages with the knowledge, skills and experience to equip them for life'.

In 2010, the college faced a number of challenges created through substantial growth, together with the overall reduction in funding for the further education sector. Looking to reduce its overheads, the college identified its unmanaged printing infrastructure, provided by multiple suppliers and lacking any print policy or governance, as a clear target for closer scrutiny and potential savings.

After conducting an audit of the college's print environment, Canon worked closely with Colchester Institute to propose a Managed Print Services (MPS) solution that not only reduced paper usage and administration turnaround times, but has also substantially improved the user experience for students and other users. Most importantly, the college achieved savings of £100,000 in the first eighteen months following the implementation of the solution, all of which is being re-invested into teaching and learning in other areas of the college.

### Cost savings through partnership

Gary Horne, Vice Principal, Finance and Operations, sums up the scenario the college faced in 2010: "As well as two separate print rooms, we had a mixture of over 450 multi-function and ageing desktop printers spread across ten different sites. We also had contracts with 13 different suppliers and, with no centralised printing procurement or print policy in place, we had no control over printing costs."

Colchester Institute therefore invited a number of key suppliers, including Canon, to tender for a project to optimise its printing capabilities to better match requirements and, in particular, to provide a single print solution across all of the college's campus locations. After careful consideration, Gary Horne and his team decided to award the project to Canon. "We really liked the Managed Print Services approach that Canon recommended, as well as the professionalism of the proposed Canon project team and how closely they intended to partner with our own project team," says Horne. "We were also impressed by the planned level of consultation with the end users - our students and the various departments - to ascertain their needs and to establish what benefits they would like to see from the project."

We've been impressed by the strategic guidance that Canon has provided as well as by the delivery of their Managed Print Services. But what has clearly been instrumental to the success of the project is the relationship that has developed between the Canon project team and our own team.

We reduced the estate from 450 to around 100 multi-functional devices and, as a result, the Total Cost of Ownership by 37%. I'm really pleased to say that we've saved nearly £100,000 on print over the past eighteen months. The savings we have made thanks to our new print strategy have enabled us to re-invest in teaching and learning in other areas of the college. And of course we've reduced paper usage by 25%, which is also helping us to reduce our carbon footprint.

Gary Horne, Vice Principal, Finance and Operations

#### Managed Print Services introduced in phased approach

The Canon project team began by conducting an audit of the college's existing printing infrastructure. As one of the goals driving the project was delivering an improved learning experience for students, this audit included interviews of end users – both staff and students – to understand their printing behaviour, needs and expectations. Then, based on the outcome of the print audit, Canon defined the business case and proposed a design for an MPS solution, including managed services with a clear service level agreement (SLA) and a dedicated Client Services Manager, together with a plan for transition, implementation and support and review.

After a formal print policy was agreed with the college, the project teams confirmed the design of the project, the location of the devices, delivery and testing of the new equipment, service support to coincide with the termination of contracts and the removal of the old devices. Canon rationalised the print infrastructure by replacing the existing fleet of 450 devices with approximately 100 Canon multi-functional devices (MFDs) that were installed across the college's locations. In addition to the more productive Canon MFDs, uniFLOW software was introduced to manage the document output, and to provide secure release printing – allowing users to print anywhere – and mobile printing (from smartphones, tablets and laptops). Importantly Canon now also supports and manages Colchester Institute's print environment, providing device, fleet, and consumable management as well as document output management. In addition, regular customer reviews are also provided to ensure that everything is delivered as promised and that the print infrastructure stays optimised.

Business Training Advisor, Jackie Davies, admits that not everyone at Colchester Institute – herself included – embraced the project with open arms at the start: "Initially there was quite a lot of resistance to change from people who didn't understand the concept and how it was going to work."

Christopher Mills, Senior Customer Information & Higher Education Admission Officer adds: "Certain people were sceptical about the idea of removing five printers and replacing them with just one, and the thought that everything would then go through that one printer."

To address these issues, before the new printers and the new MPS solution were installed, the Canon project team supported the customer with its internal communication to facilitate end user buy-in and smooth the transition from the old to the new solution. For this, among other things, open clinics were arranged, in which Canon explained the new printing technologies that were being installed and how they would benefit users.

Another key element of Canon's MPS solution involved the consolidation of Colchester Institute's two print rooms into one, reducing costs and increasing productivity. Previously, the College had two isolated print rooms with five underutilised devices incurring high copy charges. There was also no electronic job submission system or workflow software. The print rooms were rationalised from two to one, and the five existing units were replaced with two Canon mono production presses and one colour production unit. Canon's web to print solution, which enables electronic job submission and workflow management, was also introduced. As a result, the Colchester Institute now has the ability to generate incremental revenue by being able to offer print services to independent businesses and associated colleges.

#### Multiple benefits delivered

"The new printing infrastructure has been very positively received," says Horne. "It has improved administration turnaround times and has generated very good feedback from all stakeholders in the college."

His comment is supported by Mills, who although originally sceptical about the project, admits "I like the new system. It saves time and is more efficient. I think it's been very successful."

Horne continues: "A key benefit is that we are able to track all costs associated with the solution. The additional functionalities save an awful lot of paper trail and we can get information to internal and external stakeholders a lot quicker"

Another very important benefit has been the improved student experience. Our students can now print directly from their tablets or mobile phone devices, which is a significant step forward, and with the solution's 'secure release' feature, they can send a document for printing to any MFD on the campus once they've registered their proximity card. In addition, once the credit allocated for printing on their cards, they can easily upload credit via PayPal or on-site."



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Horne also believes that much of the success of the project can be attributed to the close relationships that have developed within the project team: "We've been impressed by the strategic guidance that Canon has provided as well as by the delivery of their Managed Print Services. But what has clearly been instrumental to the success of the project is the relationship that has developed between the Canon project team and our own team."

"Canon has been very flexible and has, when necessary, gone the extra mile to keep the project on course with a continuous process of clarification, documentation and action. The Canon Client Services Manager provides ongoing project management and we have regular review meetings with her to monitor the performance of the devices, solutions and service. We also look at how work is being produced and how this fits in with the print policy, so that we can discuss future directions – we're confident that, with partners of the calibre of Canon, we'll achieve our goal of becoming the leading college in East Anglia by being able to offer the best possible student experience."

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