Case Study
Eltham College

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>
> Piotr Zdarzil, Director of IT Services "

Years of consistently delivering educational excellence requires vision, ambition, the commitment of highly trained and qualified staff and increasingly, an investment in the latest technology. Combined, these measures have helped Eltham College build a reputation as a centre of academic success, and create a family-like community where staff work with students to help them excel and achieve their individual goals. Located in south-east London, the school is home to 150 staff , including teachers, administration and technical support. Staff at the independent school are responsible for 850 students, boys aged seven up to sixteen, and a co-ed sixth form.

Too many printers and too many problems

With a broader investment made in technology to refl ect advances made in teaching methodologies, over time the school added to its printer fleet. Devices however were purchased ad hoc as required and this resulted in a mix of 130 printers from different brands, using diff erent print technologies and used for different purposes. In the opinion of Eltham College's Piotr Zdarzil, Director of IT Services, this policy resulted in 'chaos'.

He explains: "Over time, we had amassed over 100 printer models from multiple brands. Some were lasers, some were expensive to run inkjets and all had different support contracts and contact points for consumables or repairs. Keeping on top of them was problematic and time consuming, while their many and varied consumables were taking up a lot of the school's limited storage space". As well as the headache of running multiple devices individually, there was an overarching problem; lack of visibility into printer usage and importantly, running costs.

Reducing the fleet and diminishing the management burden

Determined to take control of its printer fl eet and cut its print costs, Eltham College called in Xeretec to conduct a print assessment, to provide some visibility into where savings could be made and where new print efficiencies could be introduced.

One of the audit's recommendations was that the school should remove the expensive to run inkjets and laser printers and standardise on Xerox technology. With that in mind, today the school has 35 printers installed. As well as advising on the fleet, Xeretec proposed the school should change the way it pays for printers and consumables in order to slash its print costs. Today, Eltham College receives one invoice and is only charged for what it prints. Built into the charge is the lease of the printers, the consumables and the service and support from Xeretec.

Saving more than money with Xeretec

According to Piotr, standardising on one type of device has been 'a life saver', enabling the simplified management of the new fleet. The move has also proved its worth financially too, with Piotr stating that the school has seen print cost savings of up to 30%. On top of the cost saving, there have been some intangible savings too, according to Piotr; "I save so much time by not having to chase for consumables. When I do need them, I only need to dial one number and they arrive the next day. If I need to book an engineer and if the problem is serious, he'll arrive the same day. We've also been able to free up all the room we used for storing the consumables, which has liberated parts of the building". Every time he's called on Xeretec, Piotr describes the experience as being "fantastic".

Tapping into security

To ensure that sensitive or confidential documents don't fall into the wrong hands, a secure print function has been installed on some of the shared devices placed in strategic locations, so staff can only retrieve documents by keying in a PIN code. On top of the cost saving, there have been some intangible savings too, according to Piotr; "I save so much time by not having to chase for consumables.

A friend to the environment

The school is aware of its environmental responsibilities and here the Xerox ColorQube technology also plays a significant part in helping it lower its carbon footprint across the print fleet. The Solid Ink printing process is kinder to the environment than laser printing because no toners are involved. Clean and safe to touch, Solid Ink blocks are easy to handle, easy to load and arrive in small, easily recyclable boxes. "The ink blocks arrive in packages much smaller than laser toners, while the maintenance kit is sent back to Xerox for recycling when it comes to the end of its life, so overall it's kinder to the environment" states Piotr.

The eff ort Xeretec made to understand the school's challenge, its determination to fix it, combined with the consistency of Xeretec's service, means Piotr can't praise the company enough. "My account manager feels like an additional member of my team. I'd happily recommend Xeretec" he states.

Xeretec is a leading integrator of digital print hardware, software, solutions and services, supporting the print needs of businesses across the UK, Ireland and Western Europe. Established in 1991, Xeretec has grown to become both Xerox's largest UK managed print service provider and its largest reseller in Western Europe in terms of scale, enhanced Managed Print Services and heavy and light production print technology.

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