

# UNIVERSITY OF YORK CASE STUDY

University of York reduces total cost of ownership for print by 17%. Landscape (Xeretec Group) provides HP Managed Print Services, delivering the latest technology and lower CO2 emissions

## OVERVIEW

University of York generates 20 million prints a year and had a complex multi-vendor environment. It wanted to reduce cost and support the environment with an efficient and flexible print fleet. With the help and guidance of Landscape, it entered into an HP Managed Print Services agreement provided and managed by Landscape, and installed a completely new fleet of HP multifunction and single function printers. Total cost of ownership was reduced by 17%.

### THE CHALLENGES

- > Cost-effective, efficient and flexible print platform
- > Timely delivery of print supplies in line with changing demands
- > Notice to be given when device leases are due to expire
- > Improved software support
- > Reduced impact on the environment

### SOLUTION



New fleet features HP PageWide Managed, HP LaserJet Managed Color, mono multifunction devices and standalone printers. HP A3 Color LaserJet Managed MFPs have also been installed

## CHALLENGE

Founded on principles of excellence, equality and opportunity for all, the UK's University of York opened in 1963 with just 230 students. Since then, student numbers have grown to over 18,000 and it has become one of the world's leading universities, carving out a reputation as an academic powerhouse where a clear focus on excellence has secured national and international recognition.

University staff and students generate approximately 20 million prints a year, so maintaining a cost-effective and efficient print platform is vital. Its complex multi-vendor fleet of printers and photocopiers was expensive, difficult to manage and an independent print audit showed that there were over 1,800 devices, many of which were not networked.

It was clear that a consolidated, university-wide Managed Print Services (MPS) could bring significant cost savings and environmental benefits. The university's first managed print agreement was entered into with an external supplier and when that contract recently came to an end, the University of York was keen to see what else was available.

When it issued a new print management tender, the university aimed to rectify challenges that had arisen with the previous agreement. A main requirement was the delivery of print supplies in line with changing print demands throughout the academic year. The university also required notice to be given when device leases were due to expire and improved software support.

In addition, the university wanted to support four internal service objectives – to reduce its impact on the environment, increase efficiency and flexibility, reduce printer costs and provide excellent customer service.

## SOLUTION

### Two-phase fleet consolidation

Following the tender process, a five-year MPS agreement was awarded to HP MPS and solutions specialist, Landscape, part of Xeretec Group.

A HP Platinum Partner, Landscape managed an ambitious two-phase fleet consolidation project which replaced all staff and student devices with the latest HP products.

Landscape continues to provide break/fix and toner replacement services and a key aspect of the service is a resident Landscape technician who works on-campus. Landscape has also assisted the university to save money by consolidating its lease contracts.

The new fleet features HP PageWide Managed, HP LaserJet Managed Color, mono multifunction devices and standalone printers. A small number of HP A3 Color LaserJet Managed MFPs have also been installed. All managed devices are now networked and a PaperCut print management solution has been installed to replace the previous software.

Its Mobility Print enables users to collect print jobs at any networked printer using their building security card and also delivers more sophisticated printer usage reports. The university is also in the process of implementing HP JetAdvantage Security Manager which will enable it to establish a fleet-wide security policy to ensure compliance and protect workflow.

## RESULTS

Costs lowered, efficiency improved Fleet consolidation is a major advantage. Before any managed print service was implemented, the university had 1,909 devices including fax and scan machines and that has now been reduced to just 128 single function printers and 295 multifunction devices. Sixty model variants have been reduced to 46 and coupled with the lower overall power consumption of new HP devices, this consolidation has brought a 53% reduction in electricity costs associated with print.

With better management, output volumes have been reduced. Total CO2 emissions have dropped by 35% overall and for staff devices alone, the projected annual reduction is 71%.

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– Sarah Peace, Head of Desktop & Printing Services, IT Services,

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This all amounts to a total cost of ownership reduction of 17% and pure fleet costs have a projected annual saving of 17% due to lower lease costs.

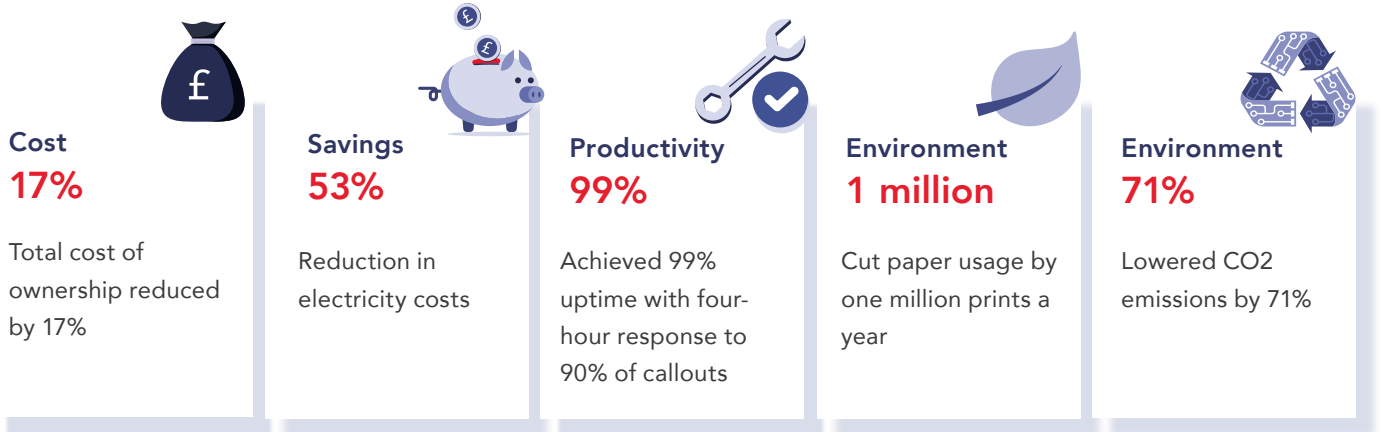
“Administration is easier and more intuitive. Refunds and adjustments to charges are built in,” says Thomas Borgia, University of York’s Print Services Manager. “With detailed historical usage data we can identify efficiency savings per device or per area, which enables us to forecast and plan for external supplier price changes or to make internal price changes to staff and students.”

Simplified budgeting with centralised costs and a single supplier gives the university an overall view of print costs, as opposed to the previous fragmented system with multiple suppliers and the organisation also benefits from stronger buying power through economies of scale.

Since the new HP fleet was installed, the University of York has achieved 99% uptime and with the on-site Landscape technician, 90% of logged engineering calls have an initial response within four business hours. Co-terminus renewal is also available to make fleet refresh easier and cheaper.

“We have been extremely pleased with the service provided by our HP Partner, Landscape. We view it as a trusted partner and it has played a significant part in delivering an outstanding print service to both staff and students,” concludes Sarah Peace, Head of Desktop & Printing Services, IT Services, University of York.

## POSITIVE OUTCOMES



“Our new Managed Print Services means that the university gains from cost and environmental savings, while our staff and students benefit from using the latest HP technology with faster devices and greater productivity, through features such as Mobility Print and integrated scanning, and the third-party print management product, PaperCut.”

– Sarah Peace, Head of Desktop & Printing Services, IT Services, University of York

### ABOUT XERETEC

We have a 30-year history of delivering contract and lifecycle services for customers that range from Global Household brands across the World to family run businesses in the local community. Our focus is on delivering a complete technology experience designed to provide tangible business benefits, no matter how big or small you are.

Our selection process handpicks a range of solutions and service options in addition to offering off the shelf technology products. We provide bespoke solutions addressing digital workspace and communications, through to process automation.



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