

IF IT WORX, IT'S



More case studies

CASE STUDY

with

Midsomer Norton Schools Partnership

Education / Fleet Refresh

See how UTAX are able to help their customer save over 50% on print costs whilst refreshing their fleet of over 40 devices.

School Academy Trust with multiple sites, an aging fleet and service delivery issues find resolution with UTAX Dealer, TA Triumph-Adler.

Challenges

LEASE AGREEMENTS: Rising service costs and ageing devices encouraged Midsomer Norton Schools Partnership to allow UTAX dealer, TA Triumph-Adler to review two of their sites (Norton Hill School and Somervale School) which had a fleet of 40+ devices across both sites.

The Director of ICT comments *“we were aware our entire fleet needed refreshing and were particularly impressed with TA Triumph-Adler’s price point in comparison with other quotes we had received”*.

HARDWARE: Their 40+ devices were slow, unreliable and lacked the functionalities required by the schools. The Director of ICT said “our particular pain point was our extensive running costs. We had no visibility on who was printing what and were unable to run reports to assess this”. As a result, they had very little control over their printing costs.

SERVICE: Slow service call response times were causing unnecessarily long periods of downtime, which caused administration issues for the school. The package offered by TA Triumph-Adler met their needs more accurately and kept costs down.

Our Solution

Working closely with the Director of ICT and Senior Assistant Headteacher of the Midsomer Norton Schools Partnership, we needed to provide a print management solution that not only reduced paper usage and administration turnaround times, but also substantially improve the security of the schools multi-functional devices.

“We’re extremely happy with the 50% cost saving that we have already recorded.”



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"We are now able to cross charge by department and can account for all of the printing that takes place."

UTAX Direct Service

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- ▶ Integration of 51 devices across the initial 2 schools into a service contract.
- ▶ PaperCut™ print management software was embedded into every multifunctional device, including swipe card access and authentication so that staff and 6th formers could have secure 'walk-up' print release from any device on-site.
- ▶ Managed consumable ordering and billing, as well as providing service support as part of their service contract.



Benefits

- ▶ **COST SAVING:** The schools achieved savings in excess of 50% in the first 12 months following the implementation of the new solution. The Director of ICT remarked that "tracking costs is now possible due to the efficient PaperCut solution, which has allowed for complete transparency across both sites. We are now able to cross charge by department and can account for all of the printing that takes place".
- ▶ **ACCOUNT MANAGEMENT:** The service contract included consumable tracking, ordering and billing, so the schools never needed to worry about running out of consumables.
- ▶ **EFFICIENT AND CONVENIENT:** With reliable machines and faster response times the schools can function much more efficiently. The machines were based on the needs of that area within the school, meaning departments had devices with the functionalities they relied on.
- ▶ **REDUCED DOWN-TIME:** "The remote monitoring of our devices has resulted in less periods of downtime and faster service response times" says Director of ICT. This, combined with reliable hardware, has reduced their overall downtime significantly.
- ▶ **SECURITY:** With the new swipe card access, account holders are ensured secure 'print release' from any device on-site.