



KONICA MINOLTA



**BURY GRAMMAR
SCHOOL TRANSFORMS
SUSTAINABILITY AND
SECURITY WHILE
REDUCING PRINT COSTS
WITH KONICA MINOLTA**



Giving Shape to Ideas



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Ben Whitaker, Head of ICT Services, Bury Grammar School

EXECUTIVE SUMMARY

Too many printers. Fragmented, overlapping vendor contracts. A lack of sustainability. Excessive cost. These were just some of the challenges facing Bury Grammar School as it sought to modernise its print fleet. Expert consulting by Konica Minolta together with a streamlined fleet of intuitive multi-function devices (MFDs), are transforming the education workplace, saving more than £12,000 annually, improving sustainability, lowering print-related help-desk calls by 95 percent and driving greater security.

CUSTOMER PROFILE

Bury Grammar School (“Bury”) is an independent day school in Bury, Greater Manchester. Established c. 1570, the school is part of a group of schools for preschool, junior, senior and sixth-form studies.

CHALLENGES

Bury comprises a coeducational kindergarten and infant school, single sex junior and senior schools and a coeducational sixth form. While this structure brings significant value in terms of connected, high-quality education, it has led to complexity in certain areas of the School, particularly in print services.

Each site, for example, was relying on a separate print contract from a different vendor. Collectively there were up to 117 desktop printers scattered across all the schools – many colour laser printers – and nine photocopiers. In total, it amounted to 45 different models from five vendors. According to Ben Whitaker, Head of ICT Services, Bury Grammar School there were

simply too many printers. “The print estate absorbed a significant amount of IT time and resources. Toner management was almost a full-time job for one person.”

This fragmented print environment also placed a heavy toll on support services. “Some 70 percent of all helpdesk tickets across the five schools related to print management. That had to change. The over-lapping, inefficient use of the print fleet also compromised our sustainability goals,” says Ben.

Waste was another issue. Ben continues, “The existing printers were linked to certain PCs and laptops. The users would print to their default device, often when they’re in a different school, and then send the print job again to an alternative printer nearby. At that stage, however, the original print job has been output and remained uncollected on the default device.”

SOLUTION

A member of Ben's team in IT had enjoyed a satisfying previous relationship with Konica Minolta – so the company was again engaged to support the School's print modernisation strategy. "Konica Minolta was a company we could do business with. Other education customers reviews were very positive, the team was highly proactive and they understood precisely what the School was trying to achieve from the initial contact, to audit, right through to the delivery process," Ben explains.

The first step was a deep-dive audit of the existing infrastructure by the Konica Minolta team, allowing them to understand the challenges surrounding issues such as process workflows, bottlenecks, waste and sustainability. It also detailed the energy used by the machines. The subsequent audit report detailed a tailored, best practice way forward for the School's print, copy and scan activities.

In response, Bury has standardised on a streamlined fleet of 35 Konica Minolta devices, together with integrated print management software to provide comprehensive device access control, centralised user management and in-depth output and cost reporting. Now, users simply enter their PIN number on the intuitive touchscreen and can print wherever is most convenient.

Ben explains, "If they're working from home, for example, they have remote access to the printer and can pick up

the documents when they are next in the School. That's more simple for staff, great for sustainability, great for security and great for the School's efficiency."

The staff were also productive extremely quickly, once the new devices were installed. "Konica Minolta were proactive, responsive and expert throughout during the implementation. We received some initial training, but the systems are so intuitive, most people were up and running from day one," Ben explains.

BENEFITS, RESULTS, ROI, FUTURE

The deployment of 35 Konica Minolta MFDs and associated print management software are transforming Bury's printing needs. Following go-live, the School is realising value across all five schools, including:

- **Sustainability:** The School's aim is to become significantly more sustainable. Electricity costs, for example, are likely to increase by up to 40 percent over the next 3-4 years. The reduction in power-hungry MFDs will help reduce the impact of such price increases.
- **Efficiency:** The new Konica Minolta print strategy has enabled the School to reduce print volumes from three million to 2.4 million sheets annually
- **Help-desk productivity:** Following go-live, the volume of IT help-desk enquiries related to printers has dropped by 95 percent

- **Cost savings:** The School believes it is saving more than £12,000 annually with this forward-thinking print strategy, achieved through fleet rationalisation, a single contract and reduced consumables

- **Security:** The School has more control over its content and document output, in support of data privacy, information security and School confidentiality

- **Innovation:** The IT team – and especially the IT helpdesk – have more time to focus on other pressing School technology needs and push forward with innovation, e.g. an upcoming SharePoint implementation

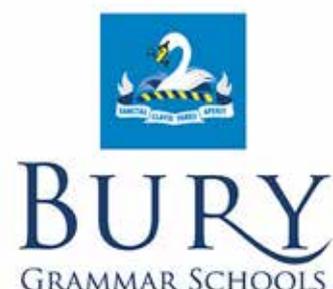
- **Reporting:** Regular, drill-down reporting enables the team to understand and act upon insights into device and staff use, optimising efficiency

- **User experience:** The user feedback has been extremely positive; one typical comment being, 'You wouldn't believe how my life has changed with these new MFDs'

"All of these benefits have been achieved alongside highly responsive service from the Konica Minolta team," Ben concludes. "They didn't just walk away once the MFDs are installed; they are partnering with us to maximise the value of the systems, promoting innovative new ways we can improve processes, such as scanning to email or Microsoft OneDrive, for instance. The School is now a more efficient and productive education organisation thanks to Konica Minolta."

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LET'S TALK

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www.konicaminolta.co.uk/education

public-sector@konicaminolta.co.uk