

# Enhancing education and research through improved information management and document services.



“Improving document management across our enterprise enables us to not only be financially more responsible, but also deliver a better experience for our students, faculty and staff. And that puts us in a better competitive position compared with other universities.”

– Theresa Mueller  
Director, Project Imagine  
University of Calgary

## Background

The University of Calgary (U of C) has nearly 28,000 students, including close to 2,000 international students from more than 100 countries, enrolled in undergraduate, graduate and professional degree programs. U of C is a comprehensive research university that in more than 40 years has grown to one of Canada’s top seven research universities. Learning, discovery and innovation are the heart of the U of C experience.

## The Challenge

The university wanted to find more cost-effective ways to meet the document demands of students and staff. Competition to attract the brightest students and top faculty had never been greater. To attract them, the university realised the need to transition from a paper-based learning environment to a digital one. Additionally, there was a growing desire to be a “greener” campus through smarter and more responsible document practices.

“It’s true the production of documents is important, but the real issue is getting control of the information—and that is where the electronic document and records management comes in,” said Theresa Mueller, Director, Project Imagine, University of Calgary. “When you’re generating that much information, how much of your time is spent looking for the documents you’re generating? How many times are you re-printing the same things over and over? You begin to see the implications of moving that much information around.”

Part of the university’s five-year expansion plan included a review of how U of C produced and managed enormous numbers of documents each year. The university knew a key to success was to work with a partner that could develop a strategy to help it gain control of changing document management and production processes, with special focus on electronic documents and records management. U of C chose Xerox Canada to be that partner.

# Improved information and document management. Superior academic experience.

## The Solution

In 2006, U of C partnered with Xerox to improve devices, systems and processes relating to the creation, delivery, storage and sharing of documents across the university. Dubbed Project Imagine, this multi-part partnership aimed to save the university approximately \$13.8 million over the seven-year agreement, while giving staff and students a superior academic experience.

### Enterprise Print Services – Centralised Print

Our Lean Document Production project consolidated technology and optimised processes in the U of C Production Print Centre. Working with us, the university centralised its print services, including on- and off-campus high volume printing. Plus, we added new capabilities needed by students, such as wide format printing and thesis binding. Xerox also provided graphic design and creative services to support U of C's marketing, advertising and communications efforts.

### Enterprise Print Services – Office

After a thorough assessment of numerous department print environments, we optimised U of C's print, fax, copy and scan devices and contracts with other suppliers, which has helped to upgrade and standardise technology and services. U of C now enjoys consistent, integrated, cost-effective and reliable printing and document management services campus-wide, enabled via a swipe of a student or faculty ID card.

### Strategic Information Management (SIM) Services

Working with Xerox, the university is moving forward with electronic document management and SIM strategy to make working on campus easier for students, faculty and administrators.

**About Xerox Services.** Xerox Corporation is a world leader in business process, information technology and document outsourcing services. Our unique combination of industry expertise and global delivery capabilities helps you reduce costs, streamline operational processes and grow revenue while clearing the way for you to focus on what you do best: your real business.

For more information on how we help higher education institutions, visit [www.xerox.co.uk/services](http://www.xerox.co.uk/services).

## The Results

### In the Production Print Centre

- Consolidated print production technology, optimised workflow and added new capabilities
- Improved customer services and reduced operating costs
- Creative services collaborated with U of C's External Relations to improve communications and brand control
- Print management services delivered job turnaround times and accuracy of 99.5%

### In the Office

- Upgraded and standardised print/fax/copy/scan services, bringing improved functionality to users and making them more cost efficient
- Replaced 1,000 copiers, printers and fax machines with approximately 400 more productive, ENERGY STAR Xerox® multifunction devices
- Reduced the use of third-party copier and print vendors by 25%
- Enabled a reduction of paper usage by 16 million sheets—a 22% improvement
- Exceeded service level agreements for Xerox® equipment uptime, response and resolution (99.47%)

### Sustainability

- Enabled U of C to become a "greener" campus with newer, more energy efficient Xerox® multifunction devices, recycled paper, recycling programs and smarter printing practices
- Helped reduce energy use, greenhouse gases and total weight of solid waste in the Office

## Case Study Snapshot

### The Challenge

- Transition from a paper-based to a digital environment
- Reduce document management costs
- Improve information management and document production processes
- Enable a superior academic environment

### The Solution

- Xerox Enterprise Print Services assessment of departmental printing environments
- Optimised, upgraded and standardised print/fax/copy/scan services, with fewer but more productive ENERGY STAR Xerox® multifunction devices
- Integrated, cost-effective and reliable printing services campus-wide, enabled via smart card
- Xerox-managed centralised print services
- Upgraded high volume print technology, added new capabilities
- Document Advisor services to manage printing
- Creative services for graphic design

### The Results

- \$3.76 million in savings to-date
- Print management services delivered job turnaround times and accuracy of 99.5%
- Improved communications and brand control
- Improved information management
- Reduced paper usage by 22%
- Streamlined third-party vendors by 25%
- Exceeded SLA for Xerox® equipment uptime, response and resolution (99.47%)
- Reduced energy use, greenhouse gases and total weight of solid waste in the Office

