

Stonehill College optimizes its printing infrastructure with help from a long-term strategic partner.



“Xerox has been our partner for more than 10 years. They keep finding ways to improve our approach to document management and deliver more value.”

– Jeanne Finlayson
Vice President for Finance and
Treasurer
Stonehill College

Background

Stonehill College is a four-year Catholic college with more than 2,300 students located in Easton, MA. Stonehill’s growing maturity and academic reputation are reflected in its recent move from a regional to a more competitive national classification in *U.S. News and World Report* annual survey of “America’s Best Colleges.”

The Challenge

A few years ago, college officials decided to optimize and standardize their enterprise printing infrastructure.

At the time, Stonehill relied heavily on desktop printers and copiers from a variety of manufacturers. But senior leaders recognized that they could increase efficiency and reduce costs by bringing in new, standardized equipment that would improve the quality of document services, reduce the need for constant training and simplify the management of service and supplies.

There were two other critical requirements. The equipment would have to support Stonehill’s new, UNIX®-based administrative software suite. The college also wanted to be able to print legacy, wide format data center files on standard 8-1/2" x 11" output instead of the traditional “green bar” paper.

All told, it was a challenging assignment. So the college evaluated solutions from three leading companies. The only one that passed all of the tests came from Stonehill’s long-term strategic document management partner, Xerox.

Based on the results of the head-to-head comparisons, the college initiated a five-year contract with us to optimize its printing infrastructure, reduce costs, improve campus-wide efficiency and make progress toward Stonehill’s environmental sustainability goals.

Improving document services. Reducing costs.

The Solution

We worked closely with Stonehill's senior leaders to identify their specific goals and requirements. Then we conducted a Xerox® Office Productivity Assessment based on Lean Six Sigma to determine the optimal printing infrastructure for the college. The assessment included a calculation of the potential Return On Investment from the proposed solution.

We also used the Xerox® Sustainability Calculator to analyze the impact of the college's current approach to printing on the environment and make recommendations for improvements. Next, we teamed up with college officials to develop a detailed implementation plan that included:

- 65 state-of-the-art, networked multifunction systems based on a standard design with the capability to support the college's new UNIX®-based student management software
- Sophisticated scan-to-email capabilities
- An easy-to-use Web portal for online job submissions to the Xerox® managed print shop
- A versatile DocuTech® Production Publisher that could convert legacy wide format files into standard, letter-sized output

Following our client's approval, we installed and configured all of the new technology in a two-week period over the December holiday break.

At the college's request, we initially left the obsolete desktop printers and copiers in place throughout the campus. This approach gave faculty and staff the option of using their old equipment or learning how to operate our advanced multifunction systems.

The Results

By outsourcing management of its enterprise printing infrastructure to us, the college improved the quality of document services available on campus, increased equipment uptime, simplified management of service and supplies, and reduced overall costs by thousands of dollars per month.

The amount of printing on Xerox® equipment skyrocketed following the implementation of our technology—a clear sign of the favorable acceptance of our solution by faculty and staff.

The number of color pages tripled and black-and-white pages increased by more than 70 %.

The addition of advanced document scanning capabilities to the enterprise printing infrastructure helped improve efficiency and productivity by increasing the reliance on digital documents and automation and speeding up workflows.

The versatility of our multifunction systems and print production equipment helped the college make a smooth transition from its legacy data center applications to the new, UNIX-based administrative software suite. Stonehill was also able to eliminate the need to operate, maintain and support its outdated, wide format "green bar" printers.

The unveiling of the Web portal and online job submission capabilities increased print volumes in the print center and helped Stonehill faculty, staff and students save time for other tasks.

Thanks to the environmental advantages of our Energy Star systems, the college reduced overall paper consumption and energy use, two key goals in its long-term sustainability strategy.

It's all part of our effort to help our longstanding strategic partner take full advantage of the latest document management best practices and innovations.

Case Study Snapshot

The Challenge

- Reduce costs
- Optimize the enterprise printing infrastructure
- Standardize technology campus-wide
- Increase efficiency of document workflows
- Support new administrative ERP software suite
- Improve environmental sustainability

The Solution

- Xerox® Office Productivity Assessment
- Xerox® Sustainability Calculator
- Energy Star multifunction systems with advanced black-and-white and color scanning capabilities
- Comprehensive fleet management
- Web portal for online job submissions
- DocuTech Production Publisher
- Disciplined account management with detailed reporting

The Results

- Thousands of dollars in monthly savings
- Simplified management of equipment, service and supplies
- Fewer printing devices with more functionality
- Reduced environmental impact
- Increased use of digital documents with more efficient workflows
- Eliminated need for legacy "green bar" printing
- Improved end-user satisfaction

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.

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