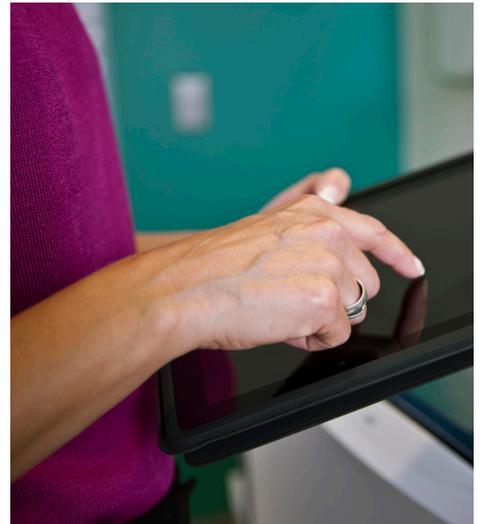# Xerox seamlessly manages and delivers staff printing at Dundalk Institute of Technology.

Our Challenge

Having successfully implemented a managed print service for its 4,500-strong student population in 2005, Dundalk Institute of Technology (DKIT) decided to deliver a similar service to its teaching and administration staff.

Until that point, bulk photocopiers handled the majority of the staff's output needs, while use of single-purpose desktop printers had mushroomed to more than 150 devices among a staff of 500 people.These printers were a mix of different makes and models, which created service and maintenance issues, and were very costly to run.

In 2010, some teaching departments had moved to a new building. "This allowed us to start with a blank canvas in terms of staff only having access to a central print system," explained Donal Kieran, manager of Dundalk Campus College Services (DCCS). DKIT proceeded with a trial project to test the viability of a centralised, managed print model, while also addressing any technical issues, as some departments were using different computer hardware.

Our Solution

After a competitive tender, Xerox won a three-year contract to deliver managed print services across the full DKIT staff offices. This offer included a standardised and consolidated fleet of 29 multifunction A4/A3 duplex devices.

At DKIT's request, mono printing is supplied as standard, and colour printing must be requested. All of the machines are equipped with scan to email capability.

As part of the contract, a Xerox employee is based on site at DKIT full-time, carrying out preventative maintenance to ensure the entire printer fleet stays operational. Specially configured software sends alerts whenever toner or paper levels are low in a particular machine, and the on-site technician addresses this proactively to anticipate needs and eliminate any service interruption. Xerox also enabled a secure 'follow you' print option which allows staff to print jobs at any printer in the staff area, provided they swipe their personalised staff chip card beside the device to ensure they collect the finished documents.

Our Results

DKIT has improved and simplified its support for staff printers on campus by standardising on a single device type, and Xerox handles the management of the full fleet, further easing the support burden on DCCS' technical team. "The beauty of this type of contract is there are terms and conditions that if a machine breaks down and is unrepairable, it has to be replaced. And, I don't have to think about consumables. In a nutshell, it's all taken care of and managed. I don't have to manage it. There's not much point in keeping a dog and barking yourself, so the managed print contract has been a great weight off my mind," says Donal.

DKIT has also improved staff productivity because the 'follow you' print capability ensures they can print material wherever on the campus they happen to be. The reporting capability in the software provides full transparency over this activity.

The trial established that print reporting was a very useful tool to help make printing more efficient, and that has proven true in the full project rollout.

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Every head of department receives a report, and at a glance they can see what device is being used, the location of the machine, how many prints they did, whether A4 print, A4 copying, A4 or A3 printing or copying, whether colour or mono. "The reporting is very comprehensive and totally transparent," Donal adds.

DKIT anticipates considerable cost savings over the lifetime of the contract, and beyond. It has also successfully found a way to reduce the significant overhead of maintaining an essential service like staff printing and copying. "First and foremost, it's the peace of mind, that there is a robust, reliable, good quality system in place which is being managed efficiently. And the cost benefit will come eventually over that phased three-year period, where users will be steered between strategically placed printers and because of phasing out the use of the oldstyle costly desktop printers."

"The rollout was seamless. It worked perfectly and that was due in no small measure to both the expertise of the Xerox personnel and our own IT technicians, working closely together. The other thing that helped was, the technician has continued in place, so they are familiar with the campus, the operations and the people. It's a great reflection on Xerox that we don't have any print headaches."

At a glance

Managed print services contract delivered by Xerox reduced in-house printers and scanners, with a dedicated on-site technician to address service issues proactively and monitor devices for maintenance.

Reporting software gives management at DKIT increased transparency and 'follow you' print feature allows for greater staff productivity.

- Efficient management of high-quality print service
- Considerable cost savings compared to older hardware
- Improved technical support and maintenance
- Central billing and reporting
- Consistent user experience, campus-wide

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