

Real Talk with | City of New Haven and New Haven Public Schools

Education, State and Local Government



“We are able to scan more documents, reduce paper, create workflow synergies and utilize the print center for large documents so machines in the schools can be used on smaller batch items. And our IT staff is no longer responsible for support, so they’re free to do more IT work.”

—Will Clark, *Chief Operating Officer,*
New Haven Public Schools

Our Challenge

“We are an urban center, so budget and support are always a concern. We were stuck in a system that was very paper driven, with high toner costs, repair costs and so forth,” explains Will Clark, Chief Operating Officer for New Haven Public Schools. Combined, the City of New Haven and New Haven Public Schools had over 1,000 single-function personal printers, laser printers, copiers, scanners and fax machines which were difficult to manage and costly to maintain. “We wanted a wraparound solution for print management to save money and reduce costs, but we also wanted to increase efficiencies and sustainability.”

Our Solution

“The City of New Haven and the Board of Education partnered on a print management system, with Xerox helping to optimize our print environment. We replaced hundreds of inefficient legacy devices with energy-efficient multifunction devices for scanning, printing, faxing and email, along with two on-site print centers. We’re achieving significant cost reductions and increasing efficiency, while freeing our IT staff from servicing printers.”

Our Results

- Workflow efficiencies due to digital documents, streamlined operations and two Xerox-managed print centers
- Projected savings of approximately \$3.5 million over five years
- Replaced hundreds of legacy desktop printers, copiers and fax machines with energy-efficient Xerox® multifunction devices
- Protection of confidential information through secure print and image overwrite
- Decreased energy output and reduced paper usage by at least 50 percent

“The savings were initially slated at around \$1.2 million, but it looks like we’re going to save an additional \$2.4 million for a total savings of approximately \$3.5 million over five years.”

—Michael Fumiatti, *Purchasing Agent*,
City of New Haven

New Print and Workflow Efficiencies for New Haven

The second largest city in Connecticut, New Haven serves over 130,000 diverse residents, with a print infrastructure that supports everyone from senior citizens to 20,000 public school students. When that infrastructure needed significant updating, the City drew on its partnership with the Board of Education and called on Xerox.

Printing Less—and for Less

“We work closely with the City to find processes for stretching our dollars so we can maximize what we put back in the classroom,” says Will Clark, Chief Operating Officer of New Haven Public Schools. “Our document workflows were very paper and process driven, and that related to cost.”

Realizing that printer upgrades alone would be insufficient, the New Haven team implemented a wraparound Xerox® Managed Print Services (MPS) solution that delivers countless financial and workflow advantages. Michael Fumiatti, City of New Haven Purchasing Agent, explains:

“By moving to Xerox® multifunction devices that allow us to scan, print, fax and email, we’re able to achieve significant cost reductions and increase efficiencies.”

The solution includes print governance software, which guides users to the most cost-efficient printing option. Additionally,

Xerox® Device Manager software helps provide real-time data New Haven can now use to make fact-based decisions regarding its print services, further enhancing efficiencies.

Initially expected to save \$1.2 million over five years, the MPS solution is now projected to deliver almost three times that amount—\$3.5 million. “Tens of thousands of dollars can immediately go back into the classroom,” adds Clark.

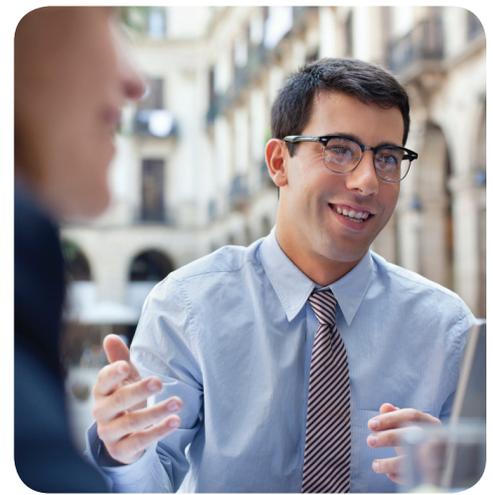
Making Workflow Actually Flow

“Documents flow far more freely and far more efficiently,” Fumiatti says. “They’re available online as quickly as it takes to email something.”

In addition, documents are virtually archived using Xerox® DocuShare®, so they’re easier to find, edit and reproduce. What’s more, they no longer require physical space or storage fees. But perhaps the greatest benefit lies in New Haven’s new workflow synergies. Clark explains:

“Colleagues can work on projects remotely, make edits, work as a team on documents, learn from each other and share lesson plans, and not be physically in one space.”

Printing has also become more efficient, thanks to two Xerox-managed print centers—one at the City, one at the School’s administrative office.



“We have the flexibility to print dozens of documents or thousands, in house, at a moment’s notice,” says Fumiatti. “It’s very, very advantageous for the departments and ultimately, the end users.”

Decreased Energy, Increased Security

Sustainability is another MPS win. According to Fumiatti:

“The new machines utilize far less electricity and we’re printing less, which means less paper. We also have duplex printing, so everyone went from printing two pages to one, saving 50% on paper.”

Clark points out that the MPS security benefits are equally critical: “We have Social Security numbers, medical records, confidential information that shouldn’t just be sitting on a copier somewhere.”

Focusing on What Matters

“Our IT staff is free to do IT work, instead of printer management, because Xerox handles support,” says Clark.

More meaningful than device support, however, is *education* support.

“Our main mission is to educate our children and prepare them for college and life,” Clark concludes. “The more Xerox and New Haven learn from each other, the more we can expand our system over time to support our mission.”