Xerox makes the grade at the University of Calgary.
Enhancing education and research through improved information management and document services.

The Challenge
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 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 realized 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, project director, 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 who could develop a strategy to help them 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.

“Competition to attract the brightest students and top faculty has never been greater. We knew that to attract them we would have to address the transition that has been made from a paper-based learning environment to one that is digital.”
– Harold Esche
CIO
University of Calgary
Improved information and document management. Superior academic experience.

The Solution
In 2006, U of C partnered with Xerox Global Services 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.

Document Outsourcing and Communication Services
Our Lean Document Production project consolidated technology and optimized processes in the U of C Production Print Center. Working with us, the university centralized 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.

Xerox Office Services
After a thorough assessment of numerous departmental print environments, we optimized U of C’s print, fax, copy and scan devices and contracts with other suppliers, which has helped to upgrade and standardize 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 Global Services. Enterprise Document Services™ is our strategic approach to transform your documents to help reduce costs, achieve operational excellence and grow revenue. Through our unique combination of experience, resources and technology, we help integrate and optimize your office environment, high-volume print production and business processes. And it all begins by working with a proven partner.

The Results
In Production
- Consolidated print production technology, optimized 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 standardized 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
- In the Office alone, we helped reduce energy use 9%, greenhouse gases 10% and total weight of solid waste 23%

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 Office Services assessment of departmental printing environments
- Optimized, upgraded and standardized 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 centralized 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 9%, greenhouse gases 10% and total weight of solid waste 23% in the Office

For more information on how we help higher education institutions, visit www.xerox.com/highered or call 1-800-ASK-XEROX, ext 948.