

DTP MPS SOLUTION REDUCES STUDENT COSTS BY £6,000 A MONTH AT TEESSIDE UNIVERSITY



Over half a million pages are printed each month at Teesside University.

To improve the student experience and achieve significant savings, they began to explore a new approach to print management that would allow them to efficiently charge students for the 300,000 pages used per month and to re-charge 250,000 staff prints back to the appropriate schools and departments.

The old Palms charging system was out-dated and became expensive and difficult to support. It required three separate devices, a PC, printer and copier, to function which often lead to lengthy queues.



About Teesside University

Situated in Middlesbrough in the North East of England, Teesside University has been in existence for around 80 years and is now ranked as one of the country's top universities.

With around 2,300 staff, it caters for 10,000 full-time students and 18,000 part-timers.

Objective:

Teesside University wanted to implement an integrated print environment that would improve the student experience whilst reducing business costs.

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CHANGE TO MULTIFUNCTION

By partnering with DTP Group, a Managed Print Services (MPS) and Document Management specialist and working closely with the North Eastern Universities Purchasing Consortium (NEUPC), Teesside University were able to align available vendor technologies with their need for a reliable and quality solution.

HP Multifunction Printers (MFPs) most closely matched their business requirements and due to the ease of integration, a SafeCom charging and print management system was also incorporated.

“We chose HP MFPs because of the functionality they gave us,” says Janet Smith, Assistant Director of ICT systems at Teesside University. “Scan-to-email is a really useful tool that was not available to us on our previous system and the ability to make copies of print on the same device reduces the number of machines we have to run and support.”

Teesside worked with DTP and SafeCom to achieve a campus-wide deployment of MFPs which were linked to existing back office systems. To date, 98 devices have been installed and include a mix of the latest printing technology from HP LaserJet M630, HP Colour LaserJet M680 and HP Colour LaserJet M880. Following on from a tender process earlier this year, the University re-awarded responsibility for print services to DTP for a further six years, further endorsing their satisfaction with the service.

STREAMLINED CHARGING

The solution uses SafeCom charging and management software, money loaders and integrated card readers to streamline payment for print across the University.

By swiping an identity card, students are able to collect print jobs from any MFP located on campus and the charge is automatically deducted from their account. Students can top up their accounts via the cashier's office or by using one of the money loaders situated around the University and web-based payment has also been introduced. Staff members use a similar card system and their print costs are automatically re-charged to the appropriate department.

As part of an ongoing management and support contract from DTP, Teesside have access to a fixed click charge for each page printed and quarterly rental of all devices. The Managed Print Services contract also includes software, consumables, maintenance and support with DTP remotely monitoring machines for fault and toner alerts using software tools.

Choosing a Managed Print Service from DTP provides Teesside with a number of business benefits including significant capital cost savings, reduced administration and simplified day-to-day management.

Approach:

Teesside University used DTP Group, a HP Preferred Partner, to deploy a Multifunction Printers (MFP) solution with SafeCom management and charging system.

Devices are leased under an ongoing management and support contract supplied by DTP Group which includes hardware, software, consumables and support. All machines are remotely monitored using software tools.

DTP has worked alongside the University to deliver print services for over ten years.

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INCREASED STUDENT SATISFACTION

“A huge benefit to us is the ability to obtain statistical reports from the system. It has revolutionised staff printing because managers are now able to see who printed what, where and at what cost. Previously it was not possible to attribute costs in this way,” adds Smith. “As an organisation, we now have a better understanding of our print requirements and so we can build up a profile which enables us to audit usage and refine the deployment.”

“The card system also allows users to print confidential documents, eliminating the need for us to buy and maintain individual printers. With the previous system, a significant amount of uncollected print jobs were left piled on print machines but this has been eradicated and we now know that we have incurred an instant saving on wasted paper. Also, when you consider that we have reduced PCs, printers and photocopiers to single MFPs, we are using less power, which also brings about environmental advantages.”

Teesside has produced figures in the overall cost of print. Previously, it estimated that the cost of one page of print was five pence. With the new MPS system, that has been reduced to three pence which equates to a saving of £6,000 a month for student print alone. Applying the same savings to staff print means further savings of £5,000 a month, resulting in a total savings of £11,000 a month. “We do not want to profit from student print and so the savings have been passed on to them through reduced print costs,” says Smith. “If any money remains, it is ploughed back into the system to improve services.”

“Implementing this new system with HP MFP devices has improved the print service we offer to students with additional benefits such as scan to email, integral photocopying and reduced queues. In a recent print survey, student satisfaction had risen by 15%, a great reason to choose a DTP MFP based Managed Print & Copy Service,” concludes Smith.

Business benefits:

1. As part of Phase 1, print costs have already been reduced by £132,000. Savings have been passed on to students reducing their print costs by £72,000 per year.
2. Student satisfaction has increased by 15%.
3. Significant capital outlay has been saved and paper wastage has been reduced.

IT Improvements

- > Efficient printer usage with statistical reporting
- > Reduced admin
- > Simplified management
- > Single point of contact
- > Lower energy bills and emissions

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