

ST URSULA COLLEGE CASE STUDY

AT A GLANCE

Industry

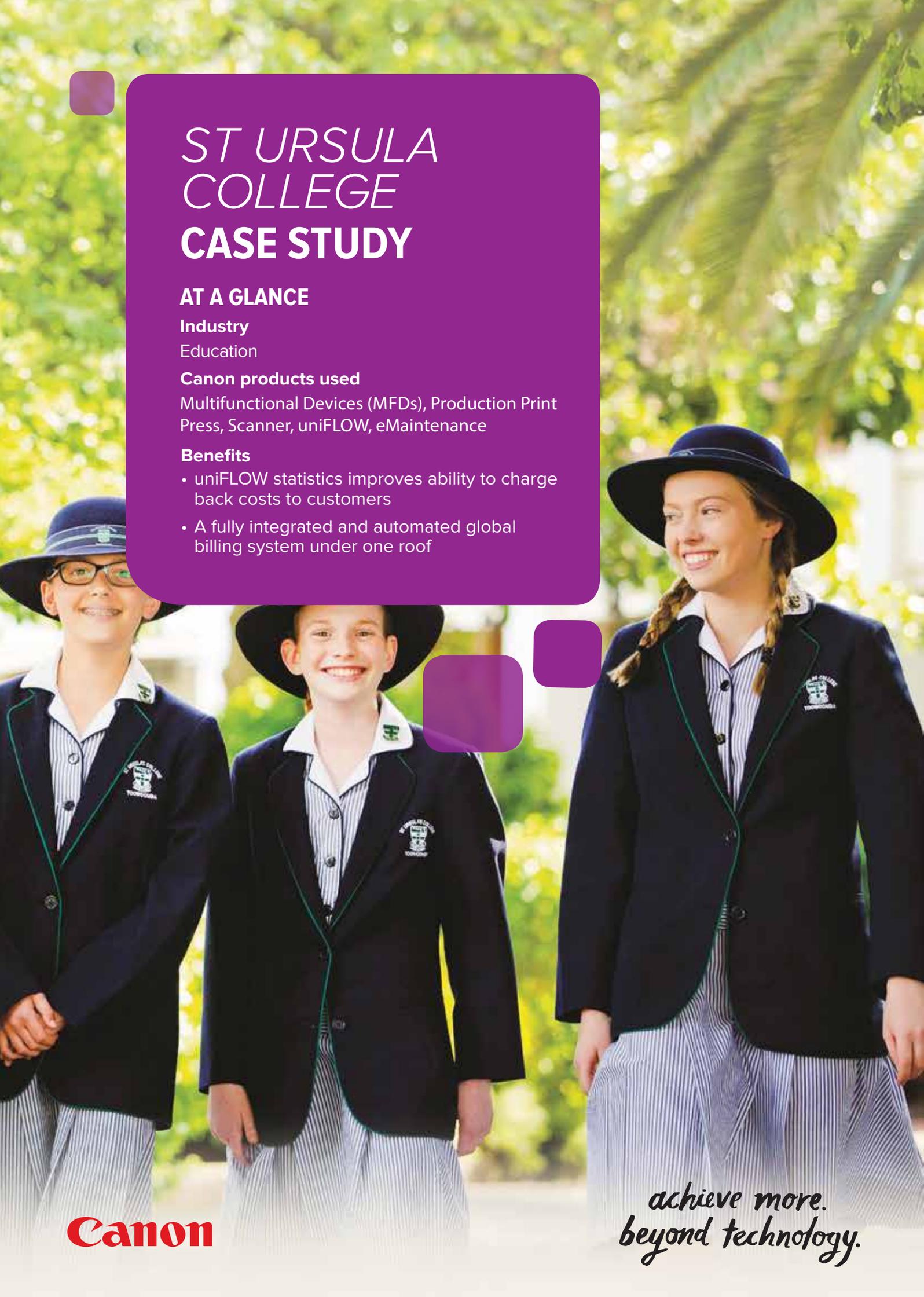
Education

Canon products used

Multifunctional Devices (MFDs), Production Print Press, Scanner, uniFLOW, eMaintenance

Benefits

- uniFLOW statistics improves ability to charge back costs to customers
- A fully integrated and automated global billing system under one roof



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INCREASING *EFFICIENCY* WITHOUT COMPROMISING QUALITY

Situated in the heart of the Toowoomba, St Ursula's College has provided an outstanding secondary school education for each of the thousands of girls who have passed through its doors since its foundation by the Australian Ursuline Nuns in 1931. With a nationally acknowledged reputation for academic excellence, the College environment enhances learning by providing the best facilities and support services. Central to this is the College's commitment to efficient resource management, which is reinforced by its close association with locally based Canon partner, Total Technology Centre.

The Challenge

More than 720 day, boarding and international students from across the region and 120 staff members make up the St Ursula's College Community. It is a busy campus and as printing requirements increased and the necessity to become more cost effective grew paramount, the College recognised that it needed to make significant changes to increase efficiency without compromising on quality.

In 2010 the College embarked on a five year plan to review and

restructure its print management infrastructure. Business and Finance Manager, Julie Payne, explains why the College was keen to change. "Over time, St Ursula's had amassed a large number of printers and photocopiers which were at various points all over the College. There were many different brands and models, with high maintenance issues. That meant we had multiple invoices and service technicians to work with on an increasingly regular basis. It had become a cumbersome system which was in need of an overhaul."

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The College already enjoyed a long association with Total Technology Centre and asked their team for advice. “We had roughly 15 photocopiers and more than 30 printers at that time. It was impractical and machines were in inconvenient locations,” continues Julie. “We also had a large area housing thousands of dollars’ worth of toner which anyone could access at any time. We had no way to track usage or calculate efficiency of supplies or machines.”

There were other issues, too. “Paper wastage was something we were very keen to reduce and not just from a cost point of view. Our students needed to see that the sustainability practices they learn in class are put into action within their own environment and that we can all contribute to making a difference.” But there was still more to consider, says Julie. “We knew we would be upgrading our infrastructure within the medium term and this was extensive considering our 1-to-1 Laptop Program for our students and ageing servers. All in all, it was time for a change, but whatever we did had to be really well thought out and planned.”

The Solution

Total Technology Centre worked closely with St Ursula's College to develop a long term strategy which would seamlessly implement their plans for change, allowing the College to experience immediate improvements in their print management system and see increased benefits year upon year.

“The move from PCs to Macs happened at the beginning of this year and Total Technology Centre made it a very simple transition as part of the overall plan,” says Julie. Over the past couple of years, as contracts for photocopiers and printers expired, existing devices were replaced with Canon hardware utilising the versatile Print Management software, uniFLOW. “We now have 11 of the imageRUNNER ADVANCE 52 Series MFDs and two of the higher volume imageRUNNER ADVANCE 62 Series MFDs, which we have placed at strategic points around the College. It has made a huge difference,” she continues. “The consistent range of equipment is flexible, so it suits all the different Faculties. Anyone can print to relevant locations and that is great. The Follow Me Print function is excellent because you have

complete control of what you print and when you print it. There are no issues with paper wastage, privacy or with printing becoming lost.”

And what about all of that toner? “We don't need to house vast numbers of cartridges or supplies any more, and we have used that previous toner space for good use. Total Technology Centre is very responsive when our team logs a job. They are our one point of contact.”

The College has also been able to factor printing into the school fee structure. Julie explains how it works. “Because we've been able to collect the data over the last couple of years, we've formed a very accurate picture of usage and have been able to absorb those costs into existing fee levels, rather than it being an add-on cost for

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parents. That's an enormous benefit right there." Cost transparency has assisted in other areas, too. "We could see one department had very high use of colour printing so we were able to show them the figures and point out the benefits of changing to black and white. It's information like that which helps each Faculty stay within budget. We simply couldn't do that before."

The Results

Looking back, how does Julie Payne feel about the College's partnership with Total Technology Centre? "Total Technology Centre has become an integral member of our technical support team and in particular over the past twelve months has worked with us intensively on our major infrastructure upgrade." She continues. "Our processes within this area have become more effective and efficient. We listened carefully to their ideas and chose to embrace the technology that they recommended and believed were the best fit for our requirements."

"Our next step will be document management and exploring how we can transfer our paper files to electronic format," says Julie. "We have recently renegotiated our agreement with Total Technology Centre and we have a learning management system (Firefly) that is cloud-based which will have an outcome of printing even less. We are only six months into using Firefly however our goal over the next couple of years is to consolidate what we are doing with all of our systems and see even more improvements. We will utilise the data that obtain from uniFLOW to help with this process."

Julie concludes by saying that she sees the partnership with Total Technology Centre as a lasting one. "Innovation is one of our core values at St Ursula's College Toowoomba. We look for new ways and to find creative solutions which have integrity and lasting impact. We look forward to the continued contribution from Total Technology Centre to our strategic priorities and learning community."

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