

Success Stories



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Stockton Riverside College

Stockton Riverside College, formerly known as Stockton and Billingham College, has been serving the needs of the local community for the last 60 years. More than 200,000 people have benefitted from its high quality learning environment, guidance and teaching staff.



The Business Challenge:

When Stockton Riverside College went to tender for a Managed Print Solution, they envisaged using one supplier to offer a fully-encompassing solution that would offer value for money, reliability, and a better end-user experience to staff and students. They had previously used three print suppliers, which made managing the hardware, software and servicing more difficult for college staff. Furthermore, the ageing equipment was becoming problematic and unreliable. This had to be resolved so the college could offer a better service to their students and also save money on their printing costs.

Many of the old printer fleet only produced black and white print, meaning that the type of document production available for students and staff was limited. The reprographics department were also in need of equipment which would offer better quality and more advanced finishing options.

All of the students at the college pay for their prints, by adding money to their account via coin loaders available to them in the Learning Resource Centre. They then pick up their print jobs at the device, and the cost of the print is deducted from their account balance. The coin loaders previously available to students to load their accounts only took coins but not notes, and furthermore wouldn't take

some newer coins, so this issue had to be addressed to offer a more flexible solution for students.

The college's IT team were keen to explore new options that could offer better value for money and an enhanced user-experience. They were also keen to explore whether a new proactive approach could be adopted to allow continuous management of student and staff printing requirements, allowing it to develop and evolve to create an easy to manage solution for all involved.

Stockton Riverside College put its requirements for a Managed Print Solution out to tender with fifteen interested parties. It was vital that the new supplier would supply reliable and durable hardware, intelligent software and excellent service support throughout the duration of the contract.

United Carlton's previous experience in the education sector allowed it to fully understand the challenges faced by Stockton Riverside College. The proposal that was put forward fully met the requirements of the College and so United Carlton were chosen as the successful supplier.



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Solutions for Educational Institutions

The United Carlton solution:

A fleet of 17 brand new multi-function printers (MFPs) was installed throughout the college, replacing their previous ageing devices. The install was completed over a 3 day period as promised, with minimal disruption to the college's staff and students.

One of the major benefits of the new multi-functional devices with the Papercut software is the ability to collect print jobs directly from the display of the machine. The College's previous print management software was not embedded within the MFPs, meaning that print jobs had to be released via a terminal attached to each

Results:

The devices installed are more energy efficient and their ability to manage costs across the full organisation ensured that the IT Department had full visibility of all user behaviour. Reports can be generated in a matter of seconds, allowing the team to undertake in-depth



The new devices are a lot more efficient, printing at faster speeds at a much lower cost. They offer user-friendly touch screen displays where users can preview their documents before printing.

The equipment installed into the Reprographics department offers better quality and advanced finishing options, including booklet making, stapling, comb binding, and folding. This gave the college more flexibility to produce their own marketing materials, as well as offering better finishing options to staff and students.

Leading-edge print management software Papercut was installed onto all devices to offer features such as 'follow-me print', accounting, the ability to charge back printing costs to each department and mobile printing.

Papercut would allow the IT Department to analyse costs associated with printing across the college. Rules were put in place to ensure that documents are produced in the most efficient and cost effective manner possible.

device via a harness. This technology was outdated and unreliable. The new solution integrates with the staff and students' ID cards, allowing users to swipe their card at a machine to pick up their prints. Updated coin loaders were also installed, offering more flexibility for users to pay for print via both coins and notes.

United Carlton also installed a software package called FM Audit that would remotely monitor their printer fleet. This removes the need for gathering meter readings and ordering consumables, as the software does this remotely. This process is very efficient and less time consuming.

Thorough on-site training was provided to both staff and students to ensure all users were comfortable when using the new equipment, ensuring a seamless transition from the old devices to the new ones.

As the device fleet is now managed through one supplier, all devices are covered under one single contract, creating a more streamlined solution for servicing and invoicing. The Service Level Agreement gives the College a dedicated account manager and ensures that a United Carlton engineer would be on-site within 4 hours should any problems arise.

analysis into the college's requirements, costs and areas for improvement.

The introduction of 'follow-me' print and rules-based printing has also improved document security, and reduced the amount of waste produced, thus reducing costs.

Speaking of the new solution, a member of Stockton Riverside College's senior infrastructure staff said: "We have been extremely happy with the solution installed and we have had very positive feedback from both our staff and students.

"One of the aspects that made United Carlton's proposal unique was its ability to implement software that had not previously been available to the College. I feel this was instrumental to the project's success.

"United Carlton delivered exactly what they promised with no hassle or issues. We have been very impressed with the solution and service they provided."



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