



CASE STUDY

Capital's Managed Print Solution Contract helps University of Highlands & Islands (UHI) realise substantial cost, efficiency and environmental savings

Overview

In June, 2015, UHI came out to tender through the Scottish Procurement Framework for Office Equipment.

They were looking to appoint a supplier to refresh their current mixed fleet of printing devices and realise the following key benefits:-

- Rationalisation and standardisation of Print Devices
- Management and control of print fleet
- Reduced cost
- Proactive Account Management
- Enhanced service delivery
- Equivalence of Experience to users

After a stringent Tender process, Capital Document Solutions were awarded the Contract in July, 2015.

UHI realising 21% savings on their printing costs from their new Managed Print Service from Capital Document Solutions

Challenge

UHI had a number of different printing solutions and suppliers deployed across several of their Academic Partner institutions in locations throughout the Highlands & Islands including Inverness, Perth, Thurso, Oban, Fort William as well as additional remote University sites in these areas.

This un-coordinated approach resulted in an inconsistent and uncontrolled method of printing across the institutions with no control over cost. It also resulted in a lack of consistency in student and staff printing experience across the University.

The challenge was to appoint a single supplier to work with them in partnership approach to proactively manage their print service - rationalise the number of devices, maximise operational

efficiencies, achieve savings, minimise environmental impact and deliver an equivalence of user experience

Given the Institution's geographical spread and remote locations, another challenge was to find a supplier that had the service capability to cover all of their locations.

Solution

The first step for Capital was to discover what assets UHI had. This was done by conducting site audits. The results from which, allowed Capital to make meaningful recommendations for device rationalisation in each Institution.

During the audit stage, a pilot took place with the hardware and proposed Print Management software.

Following the successful pilot, installation to all institutions commenced with all work carried out by Capital's own dedicated Installation team. This was followed up by full training on the new hardware and software by Capital's Customer Training Officers. Capital used this opportunity to educate all users on the benefit of their new solution to ensure that they and UHI extracted the maximum benefits and return on their investment.

One of the key features from the new solution was the detailed management information available from the new Print Management software, which has enabled UHI to monitor the use of their devices, in order to drive down print and copy volumes.

Now that the Contract is fully "up and running", Capital proactively manage the account and attend monthly/quarterly reviews to ensure the Contract continues to meet/exceed all of its objectives.

From the outset, Capital worked in partnership with UHI to ensure that the transition from current uncoordinated methods of copying and printing in operation across the various UHI sites, to a new and consistent Managed Print Service, incorporating the use of print management software, was seamless and successful.

Achievements

One year into the new Contract, UHI are achieving the following key benefits:

- 25% reduction in number of devices
- Standardisation of number of models from 24 to 3
- 21% reduction on printing costs
- 4 suppliers to one single supplier
- Environmental savings from fewer and more energy saving devices
- Greater working efficiencies from the new solution
- An enhanced level of service and support – all from one supplier
- A standard print solution at 6 Academic Partners and improved student feedback

Quote from Mike Burns, LIS Customer Services Manager at the University:-

We have been delighted with the cost and environmental savings, combined with a first class level of service and support provided by Capital through our new Contract, who have taken a proactive approach to managing our Contract from day one.