Case Study:
Marist College Ashgrove

Customer
Marist College Ashgrove

Industry
Education

Canon products used
Multifunctional Devices (MFDs), UniFLOW, Therefore

Benefits
- Reduced costs

- Improved workflow

- Rationalised environment from 211 devices to 97 and 74 consumables down to 11

- Reduced paper wastage and a reduction in the College's carbon footprint

- Improved quality of documents going to students, parents and staff

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Canon

Marist College had a large and complex printing environment of **211 devices** in the College but had no mechanism to account for the volume and cost of printing.

A lesson in
saving

"With an aging and complex fleet, as well as a lack of visibility into the costs of our printing environment, we were not operating as productively and efficiently as we needed to be."

Stephen Porter
Business Manager
Marist College Ashgrove

Background

Marist College Ashgrove in Queensland was founded by the Marist Brothers as a day and boarding college in 1940. The College comprises 1,600 students from Years 5 to 12, 200 of whom are boarders. Marist College Ashgrove provides wide ranging programs encompassing academic achievement, the visual and performing arts, sporting success and service projects.

Marist College Ashgrove is respected throughout Australia, Papua New Guinea, Solomon Islands, the wider Pacific and Asia as a significant institution expressing the best in Marist educational values and teaching.

Summary

Marist College had a large and complex printing environment of 211 devices in the College but had no mechanism to account for the volume and cost of printing. It looked to rationalise its entire print environment and implement a solution that not only improved productivity and quality of output but that reduced costs and the College's impact on the environment.

Putting the business out to tender, Canon Australia was selected to implement its uniFLOW software, Therefore solution and multifunction devices (MFDs). The implementation has enabled the College to reduce its paper consumption, make significant cost savings, significantly rationalise its print environment as well as modernise its document management system.

The challenge

"Managing and maintaining such a complex fleet was extremely complex and time intensive for our staff," said Stephen Porter.

With 211 separate printing devices, Marist College not only had a complex fleet of printers but also had an aging system. As a result, break-fix costs were high and managing and maintaining such a disparate fleet was time consuming for staff. The College also had no mechanism set up to enable it to account for and track its volume and cost of printing.

Marist College looked to rationalise its print environment and upgrade its systems to become more efficient, thereby reducing costs as well as its impact on the environment. It sought to implement a solution that would enable it to monitor print costs used across the College from both teachers and students alike and asked three businesses to tender for the business of rationalising its environment.

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Stephen Porter
Business Manager
Marist College Ashgrove

The solution

"Canon's solution was just what we wanted. Not only did it consolidate our devices, but uniFLOW had all the features we needed. What's more, Therefore was to be included with the implementation. Other companies didn't have this offering, so this was a real advantage to Canon."

Canon recommended Marist College consolidate its print environment, while allowing staff to easily monitor and control how they printed by introducing multifunction devices. With cost reduction and control a key objective for Marist College, it introduced uniFLOW to better manage its print costs, by tracking print usage across the College. uniFLOW also helped increase productivity while reducing both cost and waste with uniFLOW Follow Me Print deleting unprinted jobs overnight, removing the scenario of uncollected print outs, thereby reducing waste.

"The ability for us to go as far as we have is attributable to the uniFLOW implementation. The benefits of uniFLOW are immeasurable. Not only does it enable secure printing and improved efficiency by enabling staff and students to print anywhere, but prior to implementation we didn't have the whole tracking piece. Now we can identify and attribute costs to the right departments," said Stephen.

Commenting on its legacy system, Stephen said: "With our previous set up, there was a possibility that people could pick up confidential documents off individual printers. uniFLOW solved this for us - with Follow Me Print and its secure print features, print jobs are only released when an individual is present and swipes for access."

During the implementation, the College was also provided with a single point database to scan in and store files with Canon's Therefore solution. Prior to implementing uniFLOW it could take up to three days to find a piece of data. By 2015, once all the College's data has been input into Therefore, Marist College will be able to search and locate a file instantly, moving away from a reliance on paper files and significantly reducing the time taken to search through them for data.

Discussing the implementation of Therefore, Stephen added, "It is a significant upgrade to our previous document management system and we look forward to being able to improve our search capabilities. The Canon implementation was at first just a print solution but it quickly became an implementation of a complete solution."

To help manage the changes taking place in the print environment at Marist College, blue dots were put on all the printers that were going to be removed and at the same time key people were trained with the new system before the rollout. Stephen said, "We removed 150 printers off people's desks and initially there was a concern that staff would be uneasy with the transition and want their printers back. But two terms in, the transition has been smooth and people are comfortable with the changes. A handful of key senior teachers were trained up and brought on board with the implementation early on and having them support the changes helped influence the behaviours of others and highlight the benefits of the implementation across the College."

Since implementation, Marist College has not only made cost savings – an estimated

$15,000–$20,000

on top of the lease value over the last two years – but has also made a significant reduction in waste.

Results

"We've seen a quantum leap in productivity since the implementation. What we once would have had printed outside, we now print inside our own environment. The implementation has acted as a driver to change processes internally and organise us in a better format."

Since implementation, Marist College has not only made cost savings – an estimated $15,000-$20,000 on top of the lease value over the last two years – but has also made a significant reduction in waste. Waste has reduced due to the deletion of unclaimed documents (those sent to the printer, but never printed out), as these are deleted overnight to save both money and paper. Paper waste in the resource and recycling centre dropped dramatically and the amount of resource that Marist College was buying significantly decreased.

"The cost savings from the implementation have enabled the College to invest straight back into teaching and learning. This is the best outcome possible as it is the students and teaching staff who benefit."

By reducing the number of machines, fleet management has also significantly improved. With only one vendor supplying and managing the print fleet, Marist College has streamlined consumable purchasing. With the consolidation of its print environment, Marist College has reduced its fleet from 211 devices to just 97 and its consumables from 74 down to just 11.

"We've had a really positive response from both staff and students. Students were particularly happy when they realised they could print anywhere. They could just use Follow Me Print and away they go."

Looking ahead, Marist College may look at implementing the ability to print to uniFLOW from mobile devices, including iPads. Stephen adds, "Currently the College does not allow mobile devices, but looking ahead we expect that every student will have a device and we'll implement a system of uniFLOW that supports that mobile environment."

He continued, "Throughout the process, Canon's representatives were excellent. We really felt that we'd be undertaking this as a journey together and we were very comfortable with the broad product. Canon delivered a complete solution for us and the support team were excellent, we still keep in contact them. I can't see us walking away from Canon."

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