University college benefits from Managed Document Services

Arteveldehogeschool

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Ricoh transformed the document infrastructure at Arteveldehogeschool, introducing a pull print solution which improved mobility by extending access to versatile multifunctional products. The new technology has reduced the reliance on personal printers, encouraging sustainable behaviour and driving significant cost savings.

Educational print needs

With almost 13,000 students and 1,200 employees, Arteveldehogeschool is one of the largest university colleges in Flanders. Students attending Arteveldehogeschoole study for professional graduate and post graduate qualifications in a variety of subjects, including business, communication, journalism, graphic and digital media, education, social care and health care.

With its existing printer supply contract coming to an end, Arteveldehogeschool was keen to engage with a supplier capable of improving the effectiveness of its document infrastructure. Extensive use of personal printers meant that costs were spiralling and an inordinate amount of time was wasted on printer support. Rather than replace equipment on a like-for-like basis, the university college wanted an optimised print solution which would provide students and staff with improved access to reliable technology whilst reducing costs.

Managed Document Services

New supplier, Ricoh, provides Managed Document Services for Arteveldehogeschool. Having analysed the existing document infrastructure and gained a thorough understanding of the university college's objectives, Ricoh developed an optimised solution which would reduce the reliance on personal printers, improve access to document services and reduce print expenditure.

Printers, photocopiers and fax machines were replaced with a managed fleet of multifunctional products (MFPs). A pull print solution protects document confidentiality and provides students and staff with mobile access to document services. Ricoh monitors machine performance, maximising system uptime by providing preventative maintenance.

Objectives

- Replace legacy equipment
- Remove personal printers
- Improve access and mobility
- Reduce print expenditure
- Simplify prepayment system

Solution

- Managed Document Services
- Pull print solution
- Share point connectivity
- Versatile multifunctional technology
- Preventative maintenance

Pull print solution

Versatile multifunctional products (MFPs) were installed at key locations throughout the university college. The MFPs provide the means to print, scan, copy and share documents in colour and black-and-white. An integrated pull print solution improves access and mobility by enabling users to collect output from any convenient device.

Students and staff share the same easy-to-use technology. Rather than carry a preloaded payment card that could be lost or stolen, users can authenticate themselves at an MFP using their student or staff card. Staff print costs are recorded at departmental level and student print costs are charged to the student's centrally maintained print account.

The Ricoh MFPs provide the means to scan and share documents. A SharePoint connector simplifies the scanning process. Having authenticated themselves at an MFP, users can scan documents directly to a Microsoft SharePoint library. An OCR facility enables scanned documents and faxes to be saved as editable MS Office documents or text searchable PDFs.

Reducing print costs

Ricoh's solution has transformed the document infrastructure at Arteveldehogeschool. Few, if any, personal printers are now used, with students and staff happy to share versatile and effective multifunctional technology. The new technology is more accessible and reliable. Less time is wasted on support and print related costs have been slashed.

With users able to access any device, the document infrastructure is more resilient. Ricoh supports the university college by handling print related helpdesk calls. Using its @Remote service utility, Ricoh monitors individual machine performance in real-time, replenishing toner and proactively maintaining equipment.

The university college is enjoying significant cost savings with print related expenditure almost halved. The savings relate to falling print volumes and to lower running costs associated with the use of cost effective technology. Print volumes have fallen by more than 20% as students and staff make use of the integrated scanning facilities.

> **"**
> *We needed to change the mindsets of our users. They relied on personal printers with little consideration given to cost. Ricoh's solution improved access and mobility, encouraging more sustainable behaviour."*
>
> Luc Smet, Director IT and Facility Management

Results

- Accessible technology
- Bank card payment system
- Confidential print release
- Scan to SharePoint
- First-line service support

Benefits

- Reliable multi-redundant solution
- Fewer print related helpdesk calls
- Full visibility via detailed reporting
- 20% reduction in print volume
- 45% reduction in costs

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