



BARKING ABBEY SCHOOL.
Managed Print Services.
Print Software Solutions.
Education
www.barkingabbey.school.com

At A Glance

Challenges:

- > Unmanaged print fleet.
- > Multiple suppliers and print manufacturers.
- > No control over print activity, resulting in high costs and waste.
- > Regular engineer call-outs for problematic print devices.

Benefits:

- > A future-proofed managed print plan to support the rapid expansion of the school.
- > 300% reduction in printer fleet size.
- > Significantly increased productivity levels.
- > Departmentalised billing.

CASE STUDY

How our Managed Print Services and Print Software Solutions standardised and helped secure Barking Abbey School's print fleet.

Established in 1922, Barking Abbey School is a Specialist Sports & Humanities College which currently supports just under 2,000 students – with plans to expand to 2,500. It also has the largest sixth form in the London Borough of Barking and Dagenham.

Barking Abbey School was feeling the impact of an unmanaged print fleet. Over the years, it had grown out of control and hundreds of different brands of printers were creating an IT nightmare. This was compounded by multiple suppliers and an absence of printing controls governing staff and students.

The school engaged us to proactively optimise their print infrastructure, costs and waste. With plans to expand its student intake by 25%, it was important that our solution would involve a future-proof system designed to support its growth.

THE CHALLENGE

Barking Abbey School had built up a fleet of print devices from multiple manufacturers.



“With printers from so many manufacturers, the only way to ensure they stayed topped up with toner was to order and store stockpiles. I could barely see the desk in my office. Ethos’ solutions have helped us take control of our print management and automate key processes so we can refocus our efforts on improving education.”

*Paul Leake,
Network & Infrastructure
Manager,
Barking Abbey School.*

With over 120 unmanaged print devices, eight suppliers and a Print Reprographics Room, the school was experiencing daily workflow, productivity and cost issues. Consequently, the IT team were inundated with print problems involving factors such as toner ordering, servicing and maintenance.

Staff and students were printing without any official control measures in place. Problematic printers slowed productivity and engineers were being called in on a regular basis. As a result, Barking Abbey’s administration team were left climbing mountains of unwanted paperwork daily.

With plans to expand, Barking Abbey School was concerned that the current print issues would become even bigger under the weight of future growth. The impending student increase highlighted the need for a future-proof print infrastructure ready to handle growth.

The school’s print costs were assigned to the IT team which meant that when anyone printed, the IT Department were responsible. As a result, costs were spiralling out of control as people were using less discretion when it came to printing, such as unnecessary full colour print jobs.

OUR MANAGED PRINT SERVICES SOLUTION

Research shows that uncontrolled print environments can consume anywhere between 5-15% of a school’s annual budget.

We conducted a comprehensive audit of Barking Abbey School’s existing set-up and rationalised the school’s devices from 120 to 40, along with two high-volume professional printing devices. These are all placed under our Managed Print Services Solution which comes inclusive of dedicated Account Management as well as ongoing service and support which includes all parts, toner, engineer call-outs and preventative maintenance on their print devices.



18%

As security is high on the school's agenda, we introduced our Secure Release/Follow-Me Print Software Solution so that confidential documents can no longer be left on print trays. Users must present a key code or card at the device before it releases their print job. This, in turn, reduces print waste by up to 18%.

We introduced a variety of other Print Software Solutions such as: our Document Workflow Solution, to transform the automated digital workflows in Barking Abbey's system by putting key information into the School Information Management System (SIMS) database, as well as our Scanning and eCopy Print Software Solution which links straight to the SIMS database. With records automated digitally through the workflow system, there are less touchpoints surrounding the school's confidential information.

BENEFITS

Barking Abbey School's print fleet was completely standardised - creating uniformity and ease of use across all departments.

Under our Managed Print Services Solution, the school receives proactive maintenance, meaning issues are tackled before they reduce productivity. In addition, toners are automatically delivered when their current toners reach a low level. When the school require further assistance, our Service Team are always on hand as an invaluable port of call.

The introduction of our Print Software Solution has improved the way Barking Abbey School control document security and allocate printing costs departmentally. The removal of manual processes has saved precious time, whilst tightened security limits the risk of information falling into the wrong hands.

We introduced self-managed top-up credit cards for students and set print usage and costs were allocated to individual departments - encouraging responsible printing and reducing print waste and costs.



ABOUT US

We are a Managed Print and IT Services Provider.

At Ethos, we have a customer first approach. What differentiates successful organisations from the competition is their ability to deploy technology to solve identifiable business challenges and create new opportunities for efficiency and growth.

That's where we come in.

We get to the heart of our customers' business objectives and our bespoke service allows us to create solutions that ensure you get the greatest possible value from the technology deployed.

With over twenty-five years' experience and 6,000 customers worldwide, we work with the industry leading providers to become part of your extended team - a single point of contact for your Managed Print & IT Services needs.

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