ABOUT

The Rose Academies (www.go2rose.com) are public charter high schools in Tucson that provide an alternative education setting to meet the unique demands of at risk students. The schools are managed by Rose Management Group. As the Financial Officer for Rose Management, Cathleen Capen understands the unique challenges in providing the latest technologies to the teachers and students while minimizing cost.

Capen engaged Copygraphix Plus to do an assessment of their printing and copying environment. From there, Copygraphix Plus implemented a managed print services strategy that helps the school minimize costs while freeing up their technology team.

CHALLENGES

Multiple Vendors

One of the main challenges Cathleen faced was trying to manage all of the different lease agreements, service programs and supplies for the printers and copiers. “We had different expiration dates for the leases,” recalled Capen. “With the different billing schedules and reporting it became challenging to know what printers and copiers were actually costing.”

Multiple Models

“We didn’t have a strategy in purchasing printers so we had a large mix of makes and models requiring different toner cartridges.” Rose Academies had 16 different printer and copier models requiring 34 unique supply items. This meant the technology department had to manage 16 different print drivers while the schools had to keep a large inventory of expensive printer supplies.

IT Supporting Printers and Copiers

When teachers had problems with a printer or copier they called the technology department for help, distracting them from key projects. “It wasn’t the best use of their time,” said Capen. This became a challenge since the IT staff was more equipped to handle network issues than mechanical printer issues. Also, the IT team would often find themselves driving toner cartridges out to the schools to get a printer back online.
SOLUTION: MANAGED PRINT SERVICES

Print Assessment
Copygraphix Plus began with a discovery process to determine what devices were in the schools, how many pages were being printed and what the total cost of printing actually was. Print monitoring software gathered usage data while a walk-through of the facilities located and mapped each device to a floorplan. The assessment revealed that the schools had 32 monochrome printers, 8 color printers and several copiers. Printers were running over 57,000 pages per month.

New Hardware
One of the first steps was to reign in the number of printer models and the number of supply items. The school agreed to standardize on just two HP network laser printer models for all their locations. Areas with need for color received BizHub color printers while areas that needed finishing or scanning received BizHub color multifunction systems. In all, the number of models was reduced from 16 to 4, simplifying IT management and supply fulfillment.

One Agreement
The managed print services program includes everything the schools need to print and copy in one agreement. Instead of multiple invoices, a single monthly invoice gives complete visibility into print usage and costs that were previously hard to determine. “We were able to consolidate all of our printers and copiers into one agreement with one expiration date.” In addition to new hardware, the program also includes supplies, maintenance, repairs and a printer help desk.

Print Accounting
Capen wanted to provide management control over print usage. The new program includes print accounting software. Users are required to enter a code before copying and printing. Each school has a limited number of pages they can use every month, helping manage the costs. With this software in place, monthly invoices are customized to align with the Capen’s general ledger account codes. This allows printing costs to be properly allocated to each school.

Printer Helpdesk
Whenever there is a printer or copier that requires support, teachers call Copygraphix Plus instead of the technology department. This has freed up a considerable amount of time for the IT team.

Automated Supply Fulfillment
Copygraphix Plus monitors each of the schools printers. When a device reports it has 10 days of prints remaining, toner is automatically shipped to the location and user. “Toner comes to the site before they run out,” remarked Capen. “The staff is more self-sufficient without having to rely on the technology department.”
Cost Savings
The school enjoys complete visibility into their print costs with all of the charges on one invoice. Compared to what they were previously spending, the school is saving money each month while getting new printing equipment and full help desk support for their printers. “The internal controls let us monitor and restrict usage, allowing us to be more proactive in managing costs.” Color print output is available where needed, but it is restricted to specific uses.

IT Focused on Users
The technology group can now focus on supporting users instead of running toner cartridges to out-of-service printers. With only four device models it is much easier to manage print drivers across the schools users. Capen has found the support to be excellent: “The Copygraphix Plus service team is very responsive and takes care of issues quickly.”

Less Supply Costs
“We don’t have to inventory costly toner cartridges,” said Capen. The managed print services program includes printer supplies that are delivered directly to the end user when they are needed. This eliminates the need for the school to inventory thousands of dollars in supplies.

CONCLUSION
Capen is happy with her decision. “Initially we were skeptical about making this change. However, it really is worth having Copygraphix Plus come out and provide the reports to show what you are really printing and how much it costs.”

ABOUT COPYGRAPHIX PLUS
Copygraphix Plus is southern Arizona’s premiere provider of technology services and solutions. At Copygraphix Plus merges local care with global technology, providing a 360° solution including office equipment, device management and document management strategically supported by a comprehensive IT infrastructure plan. To learn more about how you could benefit, contact us today.

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