

TOSHIBA

Whitepaper

A Guide to Managed Print Services for Schools



**TOGETHER
INFORMATION**

Control your print infrastructure with Managed Print Services

Digital technology has become a powerful asset in the learning sector; it offers opportunities to simplify existing tasks while revolutionising problem-solving strategies across the board. Education supported by IT technologies is an essential element in ensuring students become digitally literate and competitive in their future careers in modern workplaces.

The UK has been widely regarded as a leader in the adoption of digital technology in schools, but this status has come at a steep price. In total, schools across the UK spend close to £900 million on EdTech each year – the typical expenditure for a medium-sized school being around £400,000.

Looking at these figures, it comes as no surprise that schools, academies and universities are constantly striving for greater efficiency in their IT operations. Yet even though document management and printing are essential elements of the teaching and learning systems, many educational facilities are still failing to adopt smart technologies to optimise these processes and reduce operational costs.

Many schools are paying up to £200,000¹ over five years for photocopying, the Government has said. Other research shows that up to one million sheets of paper are being used per school, per year².

Cost Breakdowns

The cost of running printers and Multi Function Products (MFPs) is much more than the purchase price of the actual machine. Total Cost of Ownership (TCO) is influenced by the price of ink or toner used, how often it needs changing, and the type of paper used, as well as general maintenance costs and the cost of replacement components. Together, these elements amount to thousands of pounds.

Further, the amount of time wasted on printing, scanning, copying or faxing documents with outdated or poorly configured machines is just the tip of the iceberg, as their ensuing frustration leads to heavy demands on the IT departments responsible for installing and fixing printing devices and systems. In fact, around 23%³ of helpdesk calls relate to printing issues. This means that IT specialists spend almost a quarter of their time fixing these problems, which reduces their ability to implement or uphold an overall IT strategy.

Fortunately, reining in expenses and getting the most out of the school's printing systems is achievable and needn't cost the earth. The key step is to outsource the management of your printing services to professionals who will take from you the burden of analysing usage and finding the print service package that best suits your needs – in other words, to start using a Managed Print Service (MPS). The benefits you can expect are increased efficiency, reduced printing costs and streamlined document management.

¹ <https://www.telegraph.co.uk/education/educationnews/8253535/State-schools-wasting-up-to-1m-each-every-year.html>

² <http://www.officexpress.co.uk/10-tips-reduce-printing-costs-paper-use-schools/>

³ <https://www.imageoneway.com/blog/three-printing-stats-that-are-terrifying-to-your-it-budget>



What is a Managed Print Service?

A Managed Print Service (MPS) is a service specifically designed to streamline print activities, remove burdens and optimise the overall print environment. It allows users to reduce total printing costs, improve workflow and reduce overheads by not only providing ongoing management, but also monitoring and machine service and support, both onsite and remotely.

By shifting the management of a school's printer fleet to an MPS specialist, all of the onerous service and support issues are outsourced, which frees up time for staff to improve learning experiences for pupils. MPS specialists can also develop software solutions to suit your particular educational establishment and monitor the environmental impact of your printing fleet. They can help uncover the hidden costs associated with copiers, printers, scanners and faxes, as well as identifying cost-saving opportunities throughout your entire organisation.

MPS in practice

Many educational establishments do not have a clear view of the total cost of their print and print-related operations. So, before making recommendations, a good MPS provider will take the time to build a comprehensive picture of how your establishment operates and how day-to-day activities are carried out, paying particularly close attention to document management processes. This audit provides a thorough understanding of existing data workflows and systems and helps to identify key operational bottlenecks.

The audit report gives a single, consolidated view of device and user activity so you know what's happening and where the highest costs are being incurred. It will also offer a clear plan of action that shows how you could achieve real and lasting improvements, rather than simply going for the low-hanging fruit, which delivers only limited and short-term gains.

Typical elements of a good audit report include an asset list, details of peak printing times, a plot of the best locations for devices on floor plans, and suggestions for rationalisation of how documents are being printed and by whom.

This detailed context-led discovery audit allows the MPS specialist to analyse the impact of your current print infrastructure and identify where genuine improvements can be made for a positive change. The MPS specialist can then help determine what you're currently spending, how you're spending it, and then help you to print smarter, safer, leaner and greener. Savings of up to 30% on printing costs are by no means atypical.

When it comes to actioning the plan, the first step the MPS provider will take is to introduce a professional infrastructure team that is geared up to support your specific service requirements. This team will include a Project Leader to oversee the entire implementation, who will also be your principal Account Manager for the contract duration. You will be given access to a dedicated helpdesk that is a single point of contact with the MPS provider for all call types, including fault reporting, ordering consumables, querying invoices and even requesting training.

The most progressive and responsive MPS providers use cloud-based software that actively monitors the customer's print estate in real time from the MPS helpdesk. This part of the service includes pro-active toner management, which means that once the toner levels in a device have fallen below a threshold level, as indicated by the remote management software, the helpdesk automatically dispatches a replacement toner cartridge to arrive before the current cartridge is fully depleted. This reduces your logistics efforts, cuts toner wastage, eliminates the need to hold toner in stock and improves your cash flow as toner is only ever purchased when required.

What are the benefits of working with an MPS provider?

As they have the experience and expertise needed to accurately track and analyse printing behaviours within the different departments of an educational establishment, MPS specialists can offer bespoke cost modelling. A one-size-fits-all approach is all too often ineffective and counterproductive, as schools have widely varying needs for accessing printers and, even within the same school, it is quite usual for print workloads to differ greatly from department to department.

Using MPS also reduces the cost of maintenance operations. Rather than maintaining or servicing individual devices one at a time – which can prove to be expensive in the long term – Managed Print Services will use automated, cloud-based systems for undertaking maintenance at a scale. MPS connects all devices to one monitoring system to ensure not only just-in-time delivery of replacement toners but also timely repairs, should these prove necessary.

User customisation, which leading MPS providers include as part of their service, makes printing, scanning, copying and faxing easier, and even allows personalised workflows to be improved. These can be set up according to the needs of individual departments to help users to carry out tasks more quickly and efficiently when they work with the printer control panel. Tailoring the system can be as easy as setting up a button on the device that will automatically process an invoice, from scanning and filing to sending it to the relevant address.

What's more, print authentication can be incorporated to enhance document security and remove the possibility of unauthorised machine usage. This invaluable feature helps to optimise document output and reduce paper consumption. The MPS provider can customise workflows for each environment according to their preferences and existing systems – it's all about saving time.

In line with the BYOD (Bring Your Own Device) trend, pupils may also need access to mobile printing from Android tablets and phones, iPads and iPhones, Chrome Books, Windows and Mac PCs. This functionality is supported by most MPS service programmes, allowing users to send print jobs directly from their devices – even if they use multiple devices and multiple platforms. Wireless printing increases productivity as well as improving flexibility and mobility during class.

Responsible systems for a healthier environment

Reducing the amount of paper, electricity and print consumables an educational facility uses is all part of meeting social responsibility targets. Monitoring systems implemented by an MPS specialist will help to identify and track levels of print usage, which means you can exercise informed control to reduce the environmental footprint of your printing operations.

Some MPS providers use CSR projects to offset CO₂e. These specialists will be able to provide schools with an Impact Report highlighting their contribution to CO₂e reduction whilst providing social and health benefits to the programme beneficiaries.

A good MPS provider will always take responsibility for your day-to-day toner recycling. At Toshiba for example, a disposal service is offered to all customers whereby waste toner is collected and recycled.

Recycled toner particles are used in the production of paint or as a colouring agent for aggregates, whilst the plastic toner bottles are either used again or sent off to be converted into new plastic products such as garden furniture. Cardboard used in packaging or for transporting the waste toner bottles is also easily recycled.



Selecting your partner

A robust document management system, planned and implemented by a leading MPS specialist, will adapt to any organisational structure and will offer an efficient and cost-effective solution for any size of educational establishment. It will also offer the flexibility and scalability needed to support schools through every stage of their evolution and growth.

Reducing paper usage is essential for virtually all organisations and has been identified this as an important development goal by many school boards. Often, however, bursars are deterred from moving forward because of the amount of time and effort they believe will be needed to change the way they print and manage documents.

In reality, the management of print operations can be outsourced to a specialist provider that can take away the headaches and identify the pain points, delivering tailored solutions. An MPS provider can transform print processes and administrative procedures and create a valuable resource that allows the school to simply focus on pupils' development and learning. The service will also provide managers with ready access to the information they need to control their expenditure effectively and to address their environmental targets with confidence.



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