DCU gets smarter printing with Bryan S Ryan

Overview

Third level educational institutions can be heavy consumers of print. The far-sighted ones are looking at managed print service contracts to give them a clearer picture of their print requirements, to become more efficient and to rein in costs. Such is the case for Dublin City University (DCU).

Back in 2009, DCU took the first step in getting to grips with its print infrastructure by installing Papercut print management software. This enabled DCU to get details on the print volumes generated by its student population, individual device locations and volumetric statistics. Papercut revealed combined print output of close to 3 million prints per annum within the student population.

DCU Facts

- Founded in 1980

- Situated on an 85 acre campus three miles north of the River Liffey in Dublin city centre

- 11,126 registered students at DCU in 2010/11

- 80 degree programmes

- www.dcu.ie

The Requirements

Armed with this information, the University published a tender for a provider to replace its existing print, scanner and photocopier infrastructure which consisted of over 40 printers, 6 photocopiers and 4 flatbed scanners (many of them more than five years old), spread over six buildings on the campus.

The tender sought a company to supply, install and manage new multifunction devices (MFDs) that could provide scan to email/network, print and photocopying for the student population. The supplier would also install, configure and maintain all the equipment required to provide the service and monitor, supply and deliver all consumables (except for paper).

One of the University's pre-requisites was that the winning supplier would be required to offer a Hardware solution that would integrate with their existing Papercut platform.

Reflecting on the tender process, Justin Doyle, staff & student services manager for ISS Information Systems & Services at DCU, says the emphasis on Papercut was an important part of the process. Some suppliers offered an entire print management package that included different software but DCU were looking to leverage their existing investments as part of the Hardware tender.

The tender was won by Bryan S Ryan; an established independent Irish owned and managed business of more than 60 years standing and a leading provider of Managed Print Services in Ireland. As a truly independent MPS Provider, Bryan S Ryan was able to look specifically at the client's requirements and decided a Kyocera-led hardware offering would enable DCU to get the most out of its initial Papercut investment. Using Kyocera's Hypas enabled technology, they were able to embed Papercut on the new devices and meet all of DCU's requirements.

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The Solution

Bryan S Ryan's project team quickly moved through the gears in applying its SERVO MPS project methodology. This approach, which has a proven track record in large accounts and has been fine-tuned over the years, incorporates five key metrics designed to offer clients enhanced productivity and cost effective solutions.

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The five key SERVO metrics are:

1. Scope and Evaluate

2. Educate/Change Management Process

3. Rollout/Implementation

4. Value to the Client

5. Business Process Optimisation

One of the key elements of the project was the four week turn-around time for full testing and implementation.

The solution involved a considerable change in student printing behaviour including a large reduction of the hardware estate.

This new solution was subject to continuous feedback from both parties in the transition period.

With the SERVO methodology sitting in the background, the Bryan S Ryan project team delivered on time with a successful proof of concept followed by a measured roll out to all locations.

During the roll out, Bryan S Ryan also worked with Library Services in putting together a comprehensive tutorial package for the students on all aspects of the new solution.

"DCU were impressed by Bryan S Ryan's adaptability, the training they provided both staff and students and their partnership approach."

Achievements

Under the previous system, DCU bought HP printers on an ad hoc basis and had to maintain its own stock of toners. If any devices broke down, it paid an external company a call out fee to come and repair them. This generated invoices for equipment failures and an accompanying administrative overhead. Under its new contract with Bryan S Ryan, not only did DCU get completely new devices that are more reliable, it has also handed over the responsibility for maintaining a stock of toners onsite. In addition, Bryan S Ryan is fully responsible for the maintenance of the devices.

"When we did the figures and it looked like being more or less cost neutral, it was hard to believe."

Merging all its printers and photocopiers together into an MPS Solution has rationalised the old structure where ISS looked after the printers and the library had responsibility for photocopying.

Merging these services has enabled DCU to enhance its services to its students by providing a single account for printing and photocopying using devices with more functionality and a single support channel. The library and ISS worked closely together to deliver these improvements for students and cost savings for the university.

Previously, students had to find a University computer if they wanted to print something but now they can print directly from their laptops or from a USB key. In the past, they had to go directly to the printer when they created a print job but now they can use RFID cards to activate the print job at their selected printer when they are ready. If they fail to initiate the print job within a certain period, it is wiped from the queue, reducing the amount of wasted print.

What it means for DCU

Doyle was extremely impressed by Bryan S Ryan's adaptability, the training they provided both staff and students and their partnership approach. The Bryan S Ryan project team met and exceeded all deadlines and demonstrated their professionalism to help support and make the transition run as smoothly as possible.

He believes the new infrastructure *"should eliminate waste for us. Responsibility for toners for printers has gone out of the organization and we have a smaller number of devices that hold more paper which makes it easier to keep them topped up"*.

He says the managed print contract with Bryan S Ryan has given DCU the ability to improve its print, scan and photocopying services for students on a more or less cost neutral basis.

"We've been able to bring in all new equipment, improvements in reliability and new features," he reveals. *"When we did the figures and it looked like being more or less cost-neutral, it was hard to believe. For the same price as we paid previously for call outs on devices and buying toner ourselves we got all the benefits of a new infrastructure and new services."*

"The new infrastructure will eliminate waste. Responsibility for toners for printers has gone out of the organisation"

What happens next?

One of the key benefits of the Bryan S Ryan solution was its commitment to driving ongoing cost and workflow efficiencies within the institution. Doyle's team is currently looking at other services within DCU and a proof of concept is under way within one department to identify savings on the staffing side of the university.

Both the client and the vendor are committed to maximising the solution across the campus through this existing Solution.

Gerry Cheung, Sales Director for Bryan S Ryan commented:

"We are delighted with the outcome of the DCU partnership, it has cemented Bryan S Ryan as one of Ireland's leading MPS providers for Third Level Institutions."