

Case Study

Wrekin View Primary School
Education
Managed Print Service

Ricoh and SBM print service helps Shropshire primary school drive up value-for-money and improve learning



Faced with an increasing demand for printed material and a drive to ensure value for money, Shropshire primary school, Wrekin View, needed to re-evaluate its print service. A solution from Ricoh business partner, SBM

Digital Systems, using Ricoh print equipment and software, has improved print services, reduced costs and even helps children with limited home computing do their homework.

Executive summary

Name: Wrekin View Primary School
Location: Telford, Shropshire
Size: 350 pupils, 60 staff
Activity: Education

Challenges

- Increasing requirement from the curriculum for more printed material
- Governors looking for reduced costs and better value for money
- Fewer admin staff and limited onsite technical skills

Solution

- SBM and Ricoh Managed Print Service

Benefits

- Increases quality of service as well as delivering better value for money
- Reduces staff resources wasted on minor, time-consuming print problems
- Increases print efficiency by improving quality where more print is needed, as well as cutting out unnecessary print
- Improves print availability with SBM's remote, proactive support service
- Free printer from SBM improves quality of homework for many less well-off children

Challenges

Wrekin View Primary School is located in the Wellington area of Telford in Shropshire. It has a school roll of 350 to 400 pupils and 60 teaching and support staff. The school is set within a large area that includes extensive playing fields, a multi-use games area and an 'outside classroom' forest area. The school is close to the Wrekin - one of Shropshire's most famous landmarks, from the top of which it is possible to see across 15 counties.

However, the school is located in an area that has a high level of deprivation, with around half the pupils receiving free school meals. Pupil mobility is also much higher than the national average, with families frequently moving in and out of the area. This results in a fluctuating school roll and therefore volatile funding levels. More than most schools, governors and administration staff at Wrekin View have to balance the provision of high-quality teaching and learning with a limited and changeable budget.

But while cost is important, quality and value for money are even more important and it was this approach that the school has used to manage and produce learning support resources. Teaching materials, such as lesson plans, project information and homework sheets, are a critical part of every-day teaching in the classroom. Also, schools are now required to produce an auditable, hardcopy record of work done by each nursery and reception child. Despite digital learning decreasing the amount of paper-based material, at Wrekin View, being able to print out high-quality learning material is particularly important because many pupils have limited, or even no access to the Internet at home.

Steve Johnson, School Business Manager at Wrekin View Primary School, says, "In the last few years, curriculum changes have resulted in a significant increase in print

demand, particularly from our early years' classes. There is also pressure from senior management and governors to reduce waste, and ensure that we are getting the best value both in terms of cost and efficiency of service. With only myself and three members of staff looking after administration, we also need to think carefully about how our resources and time is best utilised."

Wrekin View had been using three Ricoh printers to produce its teaching and learning material, but increasing demand and the need to deliver even greater value for money meant this was no longer fit for purpose. Wrekin View looked at a number of different options, but finally decided to work with its incumbent supplier, Ricoh business partner SBM Digital Systems, to provide a solution.

Solution

Wrekin View has implemented an SBM and Ricoh Managed Print Service, which replaces three existing printers with five Ricoh Multifunction Products (MFPs) offering print, copy and scan. The three colour and two mono MFPs have been networked and distributed around the school, providing easy and convenient access to everyone who needs to use them.

A key part of the print service for Wrekin View is SBM's remote management of the solution. The Ricoh MFPs are monitored by SBM to check on consumable levels, monitor and manage usage, and monitor servicing of the machines.

One of the key aspects of the solution has been the way SBM has understood and responded to the school's needs. Wrekin View buys its IT from the local authority, which means there is no one with in-depth technical knowledge onsite. So SBM installed the entire print solution, even down to programming each MFP with the correct PIN codes. This allows the school to have a Follow Me print system, so that staff can print from any device. This also allows print activity to be monitored and makes the MFPs more secure. SBM also worked in tandem with the school and the local authority IT team to ensure the print system was integrated into the school's existing IT infrastructure.

SBM was particularly supportive in helping Wrekin View set up the new solution. "All the machines are security coded using PIN numbers, and SBM helped us do this with the local authority," says Johnson. "It wasn't as simple as just plugging the printers in to the network. Both SBM and the LA had to work together to ensure the solution was what we wanted."

continued overleaf



Case Study Wrekin View Primary

Benefits

"I can't big up the SBM and Ricoh solution enough - good quality machines and good service at a cost that provides real value for money. I could spend hours each day dealing with print issues but I don't have to now, SBM does it for me. One of the most impressive things is that SBM tells us how much printing we are doing - if one MFP seems to be more active than usual. As a school we are trying to reduce costs and trying to reduce waste and the SBM and Ricoh print solution certainly helps us do that," says Johnson.

The SBM support service remotely monitors print activity at the school so that consumables, such as toner, are replaced before running out. Potential faults are also identified, often without school staff knowing there might be an issue. On the one occasion when a fault could not be fixed remotely, an engineer was on site dealing with it within hours.

The information gathered by SBM has allowed the school to implement more intelligent print practices, such as removing a requirement to print all emails, and monitoring workflow so that the fastest machines are located in the areas of heaviest use. Knowing how often a machine is used also allows the school to set features such as power saving, so that the most frequently used printer will only go into standby if inactive for 10 minutes, with shorter shut-down periods for less heavily used MFPs.

Ease-of-use has also been an important benefit for the school, since neither the support staff nor the teaching staff

have time to learn a new system. "We've now got a range of finishers that we didn't have access to before, and everyone can use these finishers, such as booklet making, because the machines are so easy to understand and so easy to use. Now I don't have a queue of teachers at my door asking for assistance," says Johnson

For Wrekin View, one key aspect of the solution and service has been how SBM took its partnership beyond what was expected. Realising that many children at the school have little or no Internet access or computers at home, SBM decided to donate a Ricoh colour printer to Wrekin View, especially for the homework club. This allows children to remain at the school to do their homework, use the school's facilities and print out work that they could not do at home.

"We've a nice little area in the school with a few computers where children can do their homework in peace and quiet," explains Johnson. "Many don't have the equipment or even the space at home to study. So it was brilliant news for the children when SBM donated the laser printer. It's made a huge difference to many children and their parents because they can have access to facilities that they wouldn't normally be able to use."

Ricoh Solution/Products

- Ricoh Multifunction Products
- SBM managed service

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