Griffith University
and Ricoh

Through partnering with Ricoh, Griffith University was able to dramatically cut down on the number of devices they originally had, streamline their administration processes and record savings of $400,000 since the project commenced.

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University Profile

Griffith University is one of Queensland's premier tertiary education institutions. Established in 1971, it currently services 30,000 students across five campuses. On any given day the university estimates its document output to be somewhere in the vicinity of 100,000 pages. Due to its volume, an in-house service provider named UniPrint is responsible for all document reproduction and photocopier fleet management across all campuses.

Prior to its MFD upgrade, UniPrint relied on a fleet of analogue devices that struggled to meet users' requirements. The fleet was also tedious to manage, with more than 40 separate contracts in use from 12 different vendors. What's more, among its 350 photocopiers were some 33 different models, each running a different operating system.

Challenge

During the tender process Griffith University was very clear about the improved printing environment it wanted to create. The number of models available to its customers had to be kept to a minimum so users did not have to cope with too many variables. Consistent operating standards and common touch panel controls were required across the entire range, while user codes and locked print features were necessary for confidential jobs. Finally, the level of support and service to its end users had to be improved and standardised.

Ricoh was one of three vendors that matched these criteria and was invited to participate in a rigorous six week technical evaluation. In July 2004, the company was appointed sole MFD supplier to all Griffith University campuses.

Solution

According to Uniprint's Product & Service Manager - Robert Jack, "MFD technology has made office equipment much more sophisticated. It is an integral part of a document management network and has a legitimate place in the IT landscape so it should be managed accordingly."

Over the 12-month transition period from analogue to digital equipment, UniPrint recorded close to 19 million activities and now has 2,000 staff utilising the 'scan to email' function. Robert attributes this success to the productivity benefits of the new equipment. "The versatility of MFD technology has significantly improved workflow and is partly why the staff are so enthusiastic about the devices," he says.

An important aspect of UniPrint's job function is to monitor the print and copier usage across all devices so it can allocate costs to specific departments. Previously this was tracked manually, taking around two weeks for a staff member to collect individual meter readings and consolidate into a format for back charging.

Results

Now with the Ricoh MFDs it takes around three days to process and consolidate that same information through a centralised accounting system. Up to 500 user codes can be inputted into each device, allowing UniPrint to cater to its extensive user base and accurately charge them for only the pages they produce each month. Through SmartDeviceMonitor, a centralised monitoring interface, UniPrint can remotely track which of the 300 Ricoh devices are low on consumables or require servicing. This system also facilitates consolidated monthly invoicing which streamlines Uni Print's administration processes. Savings on the baseline costs are around $127,000 per annum.

Asset management has also been made easier since migrating to MFD technology. What was previously performed by four devices now converges into the one machine, allowing the University to recoup both office space and running costs. UniPrint no longer has to coordinate such a variety of toner cartridges for the printers, fax machines and copiers.

Electronic document delivery is ensuring more cost savings and has

" The multifunction device project is an on-going exercise in delivering improved services at lower costs and it goes without saying that this is something every large corporation or government body in Australia should be eager to implement. **"**

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> Product & Service Manager, Library & Learning Environment Services - Robert Jack

Pictured from left to right: Con Graves (Director of Library & Learning Environment Services, Divison of Information Services), Andrew Hopper (Ricoh Brisbane Branch Manager) and Robert Jack (Product and Service Manager, Library & Learning Environment Services, Divison of Information Services).

brought an end to the University's five per cent average annual growth in paper usage. This translates to a saving of 6,300 reams on baseline figures and is also helping the University to achieve its environmental objectives.

Annual maintenance costs are down another 40 per cent thanks to the deployment of an on-site Ricoh technician. This has resulted in a significant improvement in operating capacity, which is now running at 99.6 per cent. Mean-time-to-repair across all service calls stands at an average of 2.62 hours, down from what used to take 5 hours under the old structure.

At the mid contract review in March 2007, Robert said the project had exceeded all expectations. "Industry estimates by the research company Gartner place laser printing costs at anywhere between six and eight cents per copy including capital, maintenance and consumables. At the conservative end of the scale and based on the University's current network printing volumes, we recorded savings of approximately $400,000 since the project commenced."

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