

Customer Case Study
**Methodist Ladies
College**

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Top Melbourne School reduces print costs by between five and ten percent

Client Profile

Founded in 1882, Methodist Ladies' College (MLC) in Melbourne is a centre of educational excellence with a reputation for adopting new technologies early. It was also one of the first schools to introduce laptops for students and won The Australian newspaper's 'School of the year 2002'. Needless to say, the school's staff and students expect exceptional IT support.

MLC's Director of Corporate Services, Christian Gusner, had noticed printing costs were increasing dramatically, along with demand for quality printed material and more access to out-of-hours printing.

Christian considered the options and realised that streamlining the print and copying workflow would reduce costs and open the door to a better printing service. He also wanted to replace MLC's old printers with more productive devices. This would increase the school's print capacity and reduce the overall number of machines being used, rationalising office space for other activities. Consolidating MLC's many print devices and suppliers would reduce time spent on administration tasks and the risk of toner running out or wrong orders being placed.

Fuji Xerox Global Services (FXGS) approached Christian with a strategy that met the school's entire key printing goals. FXGS proposed integrating MLC's operations with a cost allocation software package to disburse print centre overheads more accurately and provide MLC with a single customer invoice system for easier billing.

"FXGS has cut administration costs by between five and ten percent with further reductions expected as the contract continues, a remarkable saving considering productivity has increased significantly from the service."

Christian Gusner,
Director of Corporate Services, MLC

"Fuji Xerox's solution offered access to better quality documents and also met our other business objectives."

The excellent synergy between MLC and Fuji Xerox throughout the process has produced very healthy results and a much higher level of service."

CHRISTIAN GUSNER, DIRECTOR OF CORPORATE SERVICES, MLC

MLC had over 200-office machines onsite including faxes, copiers, scanners and black and white printers. FXGS halved the number of machines by replacing single function and stand-alone devices with networked multifunction machines and improved the PrintCentre's production capabilities with new equipment to be managed and staffed by Fuji Xerox.

"There was an increasing need from staff and students for better quality printing and the structure we had in place couldn't meet that demand. I didn't want to have to employ more staff. Fuji Xerox's solution offered access to better quality documents and also met our other business objectives."

Christian Gusner,
Director of Corporate Services, MLC

Christian was impressed by the way FXGS took responsibility for the school's print environment, freeing up his focus for other tasks. The changes to MLC's PrintCentre have been significant. Producing most of the eight million impressions printed annually by the school, the PrintCentre's become much smarter and faster. Using the new electronic submission system, users can send print jobs directly to the PrintCentre via MLC's intranet, saving valuable time.

The deployment of high volume black and white and colour equipment in the

PrintCentre has increased service levels substantially and is driving savings across the school.

Around the campus, staff and students make regular use of the multifunction devices, which provide lower running costs and have greatly increased print productivity and document quality.

"We now have a much better mix of black and white and colour machines. We certainly have better colour solutions than before, so all non off-set printing is now done in-house," said Christian.

Two Fuji Xerox experts work fulltime in the PrintCentre and also provide preventative maintenance and support for the school's multifunction devices. They keep the PrintCentre operating for an additional two hours each day, eliminating bottlenecks in the print and copying workflow. If a PrintCentre operator gets sick or takes annual leave, Fuji Xerox provides a replacement operator to maintain constant print production.

"Previously, MLC employed a full-time PrintCentre operator, but could offer them virtually no up skilling or opportunity for career advancement. Fortunately Fuji Xerox has a company structure that gives our new PrintCentre operators a ladder to climb, reducing our HR workload."

Christian Gusner,
Director of Corporate Services, MLC

MLC plans to share the service with other schools in the area, developing closer working relationships and raising funds on a fee-for-print basis for educational activities.

"It's a win-win situation. The excellent synergy between MLC and Fuji Xerox throughout the process has produced very healthy results and a much higher level of service for the school. Fuji Xerox's comprehensive solution has cut costs and improved the quality of the school's printed material substantially. Additionally, the dependable service covers all of MLC's print requirements, giving me one less area of IT to think about."

Christian Gusner,
Director of Corporate Services, MLC