

Case Study

Cambridge Regional College
Education
Production Print / Outsourcing

Cambridge Regional College invests in services and achieves ISO environmental accreditation with Ricoh



With student numbers growing and demand for modern, state-of-the-art facilities increasing, Cambridge Regional College needed to invest in College services and resources. After deploying a Ricoh Production Print facility, the College now provides students and staff with

a business-class print service. As well as supporting improved learning services and helping the College achieve ISO environmental management accreditation, it has also improved control and management of print costs.

Executive summary

Name: Cambridge Regional College
Location: Cambridge
Size: 5,000 students, 700 staff
Activity: Further Education

Challenges

- Demand for College places increasing
- Students expecting modern, technology-led facilities and services
- Existing print resources difficult to control and manage

Solution

- Ricoh Production Print
- Outsourcing

Benefits

- Delivers a high-quality, business-class print service to students and staff
- Helps CRC achieve its ISO environmental management accreditation
- Makes controlling and managing print costs more efficient
- Makes it easy and quick to obtain detailed information about print activity

Challenges

Cambridge Regional College (CRC) based on the outskirts of Cambridge offers a wide range of further education and vocation-focused courses to students from 16 to 18 years of age as well as to mature students. These students are drawn from the local community, but also from across the UK and internationally.

CRC has recently benefited from a £23 million redevelopment which brought the College on to a single campus and provided a number of new buildings and teaching facilities. In addition, CRC has just partnered with Addenbrooke's Hospital on a new build project, The Deakin Centre for healthcare-related courses making it the first college to go into partnership with the hospital. The redevelopment is largely in response to significant growth in demand with student numbers increasing steadily.

The redevelopment has been targeted at improving facilities and creating a modern, technology-based learning environment. Part of the modernisation programme included improving print services. Although the College already had a dedicated print room, it needed a more efficient and cost effective service. Controlling who was using print facilities and how they were using them was difficult to monitor and keeping track of costs was complex and time consuming.

CRC had been using Ricoh equipment for five years and it decided to renew the contract with Ricoh for a further five years and at the same time bring in Ricoh expertise to help extend the college's print resources



Solution

Ricoh did an analysis of CRC's current and expected print requirements and has helped the College upgrade and improve its print room and campus copying facilities.

Ricoh has provided CRC with a Ricoh Production Print Solution, actually branded as the Ricoh Document Centre. This is located in its own dedicated building on campus and provides a full printing and reproduction service to students, staff, and even does some commercial work for businesses and organisations outside the College to generate extra revenue. The Ricoh solution includes three full-time Ricoh staff on site and comprises four production printers. Part of the Ricoh Production Print solution includes 18 satellite Ricoh Multifunction Products located around the campus site which are used for small, on-the-spot copying, scanning and print jobs.

Students and staff are able to use the Ricoh Production Print services online using Ricoh SureFlow which means jobs can be requested and submitted online and then collected on completion. Equitrac software is used to monitor and control print use across the College. Also, the College is about to deploy @Remote software from Ricoh which will be used to further improve remote device monitoring and management and provide the College with information on the energy saving and reduced carbon footprint performance of the Ricoh equipment.

The centre is used for a wide range of services from simple photocopying and printing course work to binding projects and reproducing high-quality graphics and artwork.

Benefits

"Ricoh provides CRC with a very good service and, from a management perspective, the Ricoh Production Print Solution removes the time and effort of having to provide a print service ourselves. The Ricoh Document Centre is critical to CRC in terms of supporting the College's students and staff," says Chris Norman, Contracts Manager at CRC.

The Ricoh print room is also important in supporting teaching and learning within the college because it is easy and quick to get print and copying work completed, but also because of the variety of different work the centre is able to handle. Norman says, "The Ricoh Document Centre can produce anything from mouse mats and tea shirts through to presentations and large format posters and it can do it more efficiently than, for example, sending these jobs out to external printers."

continued overleaf

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One of the useful features of the Ricoh solution is reporting. It is quick and easy to get information and yet it still provides a highly detailed picture of print activity. With information such as how much each department and even each individual is printing, the College is able to manage and allocate costs accurately. Norman says, "We're able to accurately recharge costs back to the various budget holders and the Equitrac software enables those budget holders to manage and authorise jobs as appropriate."

CRC is one of the first colleges in the UK to win ISO accreditation for environmental management. Part of that process involved creating over 50 project plans on how the College can reduce energy use and carbon footprint across all areas of College life.

Norman says, "Our print operation is very proactive when it comes to environmental issues. Besides the low energy consumption and low carbon emissions of the Ricoh

equipment, some of the other initiatives include being able to reduce switch-to-standby for the satellite Ricoh MFPs from two minutes to 20 seconds and changing from 80gsm paper to 70gsm. The way the whole Ricoh Product Print solution is managed and monitored encourages people to use more cost-efficient ways to print and it's making them think twice about what they print."

Ricoh Solution/Products

- Ricoh Production Printers
- Ricoh MFPs
- Ricoh SureFlow
- Equitrac
- @Remote

"The Ricoh Document Centre is critical to CRC in terms of supporting the College's students and staff. "

Chris Norman, Contracts Manager, Cambridge Regional College

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first for training & skills