

# Managed Document Services enhance education process

Wico Schools



School children in Belgium are benefiting from Managed Document Services. With Ricoh's help, schools are able to produce more effective educational collateral at lower cost. The schools are enjoying year-on-year savings of more than 30%. The money saved is used to enhance other aspects of the education programme.



## Education management

A successful education provider, Wico manages a number of schools in the north-east of Belgium. Wico schools provide a first-class education programme to thousands of pupils. The challenge for the group is to continue enhancing the education programme, funding improvements through more effective management of resources.

Schools within the group have at times operated autonomously. As a consequence, printers and copiers had been acquired from different vendors and were serviced under variable contract terms. Some equipment was no longer fit for purpose. There was a widespread use of costly inkjet print technology and little understanding or control of print costs.

## Optimised solution

In a bid to improve the effectiveness and efficiency of its print infrastructure, Wico invited Ricoh to provide Managed Document Services. Ricoh developed an optimised solution for each site based around common systems and technology. The solution helped the group improve the effectiveness of its print communication and realise year-on-year cost savings of 36%.

Production printers were installed in print rooms and colour multifunctional products at key access points throughout each school. Inkjet printers were removed. Print management software provides governance. Teachers have access to a web-based submission system. Ricoh manages the infrastructure, providing support and optimising services.

## Objectives

- Enhance education process
- Communicate more effectively
- Simplify print submission
- Reduce process costs
- Continuously improve services

## Solution

- Managed document services
- Site-by-site optimisation
- Integrated cost governance
- Remote submission system
- Detailed management reporting



## Transforming services

Production printers were installed in the print room at each school. Fast, easy to use and reliable, they are used to produce high-volume documents such as newsletters, worksheets and examination papers. A web-based submission system enables teachers to create and proof PDF documents, select print parameters and queue work ready for class.

Colour multifunctional products meet the short run print needs of teachers and students, and provide the means to scan and save documents. Embedded print management software controls access to services, enforcing intelligent rules such as double-sided printing and providing accountancy reports used to charge costs back to the user.

Ricoh manages the print infrastructure for Wico. Utilising its @Remote service utility, Ricoh proactively maintains equipment, resolving many technical issues before they become apparent to users and despatching toner in advance of need. The system provides detailed performance data which Ricoh shares with Wico and uses to optimise services.

## Educational benefits

The document infrastructure supports the education process. The use of faster production equipment has reduced print turnaround times. When required, colour can be added to create impact and emphasise information. The web-based submission system has improved access, encouraging teachers to make wider use of print collateral in class.

Wico schools print more than one million pages a month. With much of the document volume centred on cost efficient production devices, print costs recharged to students and no money wasted on printer consumables, there has been a significant reduction in costs. The group is enjoying year-on-year savings of 36%.

Ricoh's dedicated service manager handles day-to-day support. Ricoh's remote diagnostics software has improved service efficiency, maximising system uptime. A single transparent invoice covers the provision of all services, simplifying administration. Management reports track costs and performance against agreed targets and provide the data used to optimise services.



*"Ricoh has helped us improve educational delivery. We can now produce more effective classroom materials at a lower cost. The money saved has been used to improve facilities. We expect ongoing optimisation to deliver further efficiency savings."*

Koen Wils,  
Wico Schools

## Results

- Fully managed service
- Single point of contact
- Uniform solution
- Transparent price structure
- Ongoing optimisation

## Benefits

- Professional print quality
- More effective communication
- Improved process efficiency
- Effective resource management
- 36% year-on-year saving

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