Canon
SEE IMPOSSIBLE

Business Problems.

Solved.

USE CASE

You Can't Manage What You Don't Measure

GENERAL OVERVIEW

The institution in this case study is comprised of 1,600 students, 200 of whom board on campus. The students ages range from five to twelve. The institution provides a wide variety of programs encompassing academic achievement, the visual and performing arts, sporting success, and service projects.

While this institution had a large and complex printing environment of 211 devices, it had no mechanism to account for the volume and cost of printing. It looked to rationalize its entire print environment and implement a solution that not only improved productivity and quality of output, but reduced costs and the institution's impact on the environment.

"Managing and maintaining such a complex fleet was extremely [difficult] and time-intensive for our staff," said the institution's business manager.

CUSTOMER ISSUES

With 211 separate printing devices, the institution not only had a complex fleet of printers, but it also had an aging system. As a result, break-fix costs were high and managing and maintaining such a disparate fleet was time-consuming for the staff. There was also no mechanism set up to enable its system to track its volume and cost of printing.

The institution looked to rationalize its print environment and upgrade its systems to become more efficient, thereby reducing costs as well as its impact on the environment. They sought to implement a solution that would enable them to monitor print costs used across the institution.

CANON SOLUTIONS OVERVIEW AND COMPONENTS

Putting the business out to bid, Canon was selected to implement its uniFLOW software, Therefore™ solution, and multifunction devices (MFDs). The implementation has enabled the institution to reduce its paper consumption, make significant cost savings, significantly rationalize its print environment, and modernize its document management system.

Canon recommended the institution consolidate its print environment while allowing staff to easily monitor and control its printing by introducing multifunction devices. With cost reduction and control—a key objective—Canon introduced uniFLOW for better managment of print costs by tracking usage across the campus. uniFLOW also helped increase productivity while reducing both cost and waste with uniFLOW Follow Me Print. This deleted unprinted jobs overnight and removed the scenario of uncollected printouts, thereby reducing waste.

"The ability for us to go as far as we have is attributable to the uniFLOW implementation. The benefits of uniFLOW are immeasurable. Not only does it allow for secure printing and improved efficiency by enabling staff and students to print anywhere, but, prior to implementation, we didn't have the whole tracking piece. Now we can identify and attribute costs to the right departments," said the institution's business manager.
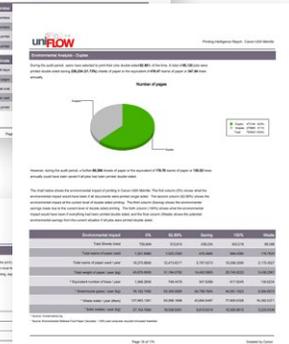
"With our previous setup, there was a possibility that people could pick up confidential documents off individual printers. uniFLOW solved this for us with Follow Me Print and its secure print features; print jobs are only released when an individual is present and swipes for access."
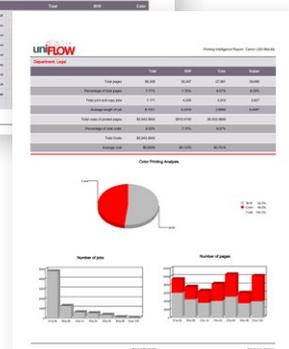

uniFLOW Printing Intelligence Report

Overall Summary

Environmental Information

Information on Printing by Application

Information on Printing by Department

CANON SOLUTIONS OVERVIEW AND COMPONENTS (Con't.)

"Canon's solution was just what we wanted. Not only did it consolidate our devices, but uniFLOW had all the features we needed. What's more, Therefore™ was to be included with the implementation. Other companies didn't have this offering, so this was a real advantage to Canon."

During the implementation, the institution was also provided with a single-point database to scan and store files with Canon's Therefore™ solution. Prior to implementing the Canon Solution, it could take up to three days to find a piece of data. Once all the institution's data has been input into Therefore™, they will be able to search and locate a file instantly, moving away from a reliance on paper files and significantly reducing the time taken to search through them for data.

Discussing Therefore™, the institution's business manager added, *"It is a significant upgrade to our previous document management system, and we look forward to being able to improve our search capabilities. The Canon implementation was at first just a print solution, but it quickly became an implementation of a complete solution."*

To help manage the changes taking place in the print environment, blue dots were put on all the printers that were going to be removed and, at the same time, key people were trained with the new system before the rollout. The instructions of the business manager: *"We removed 150 printers off people's desks and, initially, there was a concern that staff would be uneasy with the transition and want their printers back. But two terms in, the transition has been smooth and people are comfortable with the changes. A handful of key senior employees were trained and brought on board with the implementation early on and have been supporting the changes helping influence the behaviors of others and highlight the benefits of the implementation across the institution."*

Search and locate files instantly.

THE RESULTS

"We've seen a quantum leap in productivity since the implementation. What we once would have had printed outside, we now print inside our own environment. The implementation has acted as a driver to change processes internally and organize us in a better format."

Since installing Therefore™, this institution has not only seen cost savings—an estimated $15,000-$20,000 on top of the lease value over the last two years—but also made a significant reduction in waste. Waste has reduced due to the deletion of unclaimed documents (those sent to the printer, but never printed out), as these are deleted overnight to save both money and paper. Paper waste in the resource and recycling center dropped dramatically and the amount of resource that the institution was buying significantly decreased.
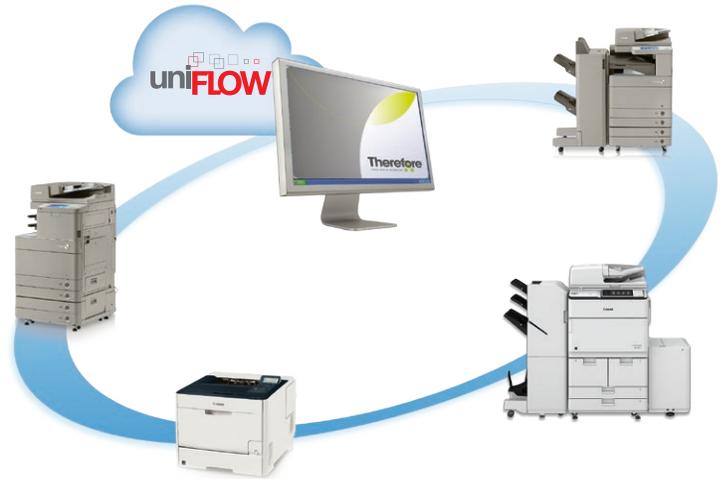
"The cost savings from the implementation have enabled the institution to invest straight back into teaching and learning. This is the best outcome possible as it is the students and teaching staff who benefit," said the institution's business manager.

THE RESULTS (Con't.)

By reducing the number of machines, fleet management has also significantly improved. With only one vendor supplying and managing the print fleet, the institution has streamlined consumable purchasing. With the consolidation of its print environment, it has reduced its fleet from 211 devices to just 97, and consumables are down from 74 to just 11.

The business manager added, *"We've had a really positive response from both staff and students. Students were particularly happy when they realized they could print anywhere. They could just use Follow Me Print and away they'd go. Throughout the process, Canon's representatives were excellent. We really felt that we'd be undertaking this as a journey together and we were very comfortable with the broad product. Canon delivered a complete solution for us and the support team were excellent, we still keep in contact them. I can't see us walking away from Canon."*

THINGS TO CONSIDER ...

Looking ahead, they may look at implementing the ability to print to uniFLOW from mobile devices, including iPads. The business manager adds, *"Currently the institution does not allow mobile devices, but looking ahead we expect that every student will have a device and we'll implement a system with uniFLOW that supports that mobile environment."*

Businesses are always taking pages from here and pages from there to then create a packet or booklet. They need to take the time to print all the pages separately, and then put them together on a large table, collate them, and bind them somehow. With Canon's imageRUNNER ADVANCE Desktop, organizations can digitally arrange pages from different sources, different file formats, and

different page sizes with an easy-to-use thumbnail view. They can even set the finishing options by page, groups of pages, chapters, etc. This would save even more time and possibly paper if the final products could be distributed in a digital format.

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