

CASE STUDY

THE OPEN ACADEMY



STATE-OF-THE-ART FACILITIES

As a new school built under the auspices of the government's Academy programme, Norwich's Open Academy needed to provide its staff and pupils with state-of-the-art printing facilities.

Copy IT worked closely with the Academy's software supplier to install 7 Ricoh MFDs and 5 Ricoh printers, all equipped with a fingerprint-based authentication system. This ensures that sensitive documents (exam papers, pupil records, etc.) can only be collected by an authorised user. It also gives staff and pupils the flexibility to collect their documents when and where it is most convenient.

The 'pull-printing' system has additional financial benefits. Pupils pay for the documents they print with cash or on account. Staff do not pay but, because every printed document is owned by a staff member, the cost can be allocated to their department.

With such an effective system in place, the school can both monitor and minimise document costs.

THE OPEN ACADEMY FACTFILE

Housed in a new state-of-the-art building, the Open Academy opened in 2008. It combines high standards of teaching, a passion for students to enjoy school life and impressive facilities for every subject. Its specialist subject is environmental awareness and protection.

LOCATION

Norwich

BUSINESS SECTOR

Secondary Education

SIZE

580 students; 100 staff

CHALLENGES

Advanced control of pupil and staff printing costs

Reduction in support workload for IT department

Financial predictability and planning

“ The new infrastructure imposes the financial discipline we need to keep print costs at a manageable and acceptable level. ”

Hayley Wright
Resources Manager, Open Academy

FINANCIAL AND CONTRACTUAL FLEXIBILITY

One of the reasons Copy IT won the Academy's business was its willingness to develop a financial proposal that suited the new school's circumstances. The Academy had to demonstrate its financial competence so wanted predictable print costs. Accordingly, Copy IT agreed a fixed cost-per-page for the duration of the contract and drew up identical agreement terms to cover every device. It simplifies administration and assists the Academy's financial planning.

MANAGED SERVICE

The Academy's new print infrastructure is a far cry from the facilities available in its predecessor school. Copy IT's audit revealed a range of machines of different ages, poor reliability, questionable levels of service for MFDs and unsupported printers from a variety of manufacturers and sources.

This placed an unacceptable burden on the school's IT department. One of the Academy's key goals during the upgrade was to outsource the role of supporting printers and MFDs. To satisfy this requirement, Copy IT supply the Open Academy under a Managed Print Service (MPS) agreement.

With management software installed on the Academy's network, Copy IT are aware of any service issues as soon as they happen. Toner can be despatched as soon as it runs low and long before it causes disruption by running out. Technical problems are resolved by Copy IT's helpdesk; staff call the helpdesk directly, bypassing the school's IT department completely.

ABOUT COPY IT DIGITAL SOLUTIONS LTD

Copy IT is the largest and longest-established independent document systems dealership in East Anglia with offices in Norwich, Cambridge and Ipswich. Our staff are highly experienced, many have been serving the needs of our customers for more than 30 years.

The core value of Copy IT is a desire to make sure that you, our customer, receives the best deal available: a reliable machine printing and copying documents as cost-effectively as possible, making the best use of available technologies.

“ Independent suppliers have the flexibility to develop the financial package we needed. Larger suppliers are too rigid. ”

Hayley Wright
Resources Manager, Open Academy

FOR MORE INFORMATION

PHONE

Norwich: 01603 480555
Cambridge: 01954 211185
Ipswich: 01473 272567

EMAIL

info@copyitdigital.co.uk

WEB

www.copyitdigital.co.uk

POST (NORWICH HQ)

110 Hellesdon Park Road
Norwich
Norfolk
NR6 5DR