



## OKI is the business for Dublin Business School



**Dublin Business School**

excellence through learning

### About the Customer

Dublin Business School (DBS) is Ireland's largest private college. Established in 1975, DBS was well known as an accountancy and business centre that provided evening courses to students preparing for the examinations of professional accounting bodies. Success and a growing reputation in this field has led the school to expand its operations to offer full and part-time accounting, marketing and banking courses. Since then the school has broadened its curriculum into areas such as law, arts, media, social science, humanities and psychology.

### The Challenge

As with any large organisation, IT plays an integral part in the day to day running of DBS. One area of its IT set up that was becoming increasingly unsatisfactory for the school was its printing function, particularly with cost and usage. Throughout the years, DBS had built up a collection of disparate printers and multifunction devices from different vendors with different service level agreements (SLAs) that led to confusion between users, the IT department and the facilities staff.

PRINTING  
COSTS  
REDUCED BY  
APPROXIMATELY

30%





Darren Costello, Eddie Ormonde (DBS) and David Quinn (OKI Systems Ireland)

According to Eddie Ormonde, IT Manager, Dublin Business School, it seemed everyone at the school had their own individual printer. "It had become almost impossible to get a handle on it because we had cartridges everywhere," said Ormonde. "When printers were removed and replaced no one would tell the facilities people, who would then have a store of cartridges for a now defunct device. To be honest, it was a bit of a mess."

"We weren't able to keep track of costs that well. We knew they were ridiculous but we weren't able to track them. In one instance we had people printing thousands of sheets on a smaller printer instead of the one that handles the higher capacity jobs. That was a difference of 12c per page and 1c per page."

**“Projected monthly costs went from €2,687 to about €1,700. That represents savings of almost €1,000 per month. We now know what the costs are on a monthly basis because they are fixed. This means the financial people at DBS are very happy.”**

Eddie Ormonde, IT Manager, Dublin Business School

#### **Benefits at a glance:**

- Cost savings of approximately 30%
- Automated consumables management
- Increased financial visibility and budget control
- Hassle-free printer management

#### **The Solution**

Ormonde spoke with the DBS's independent and trusted IT partner Darren Costello, who has wide experience of print vendors and management. Costello recommended OKI as the likely best Managed Print Service (MPS) to address the school's needs and set about arranging an audit process without obligation to DBS.

“Upon visiting the DBS site I conducted a thorough audit of their print requirements and existing costs,” said Costello. “We wanted to provide a solution that would immediately remove all calls from the help desk, significantly reduce costs and create greater efficiencies within their five buildings.”

A proposal was prepared which highlighted the identified savings on a monthly, quarterly and annual basis. “It was quite a detailed proposal,” said Ormonde. “Once we saw it in ‘black and white’ it was a no-brainer.”

The whole installation of 33 new colour and mono printers and multi-function devices was up completed and operational in two days, which was all the more remarkable considering it was rolled out across five buildings in Dublin City Centre. “I’ve been in this game a long time and you don’t often see IT installations go that smoothly,” said Ormonde.

#### **The Benefits**

One of the most attractive features of OKI's solution to DBS was that the new devices, using an automatic reorder function, would tell OKI when they needed new cartridges.

Additionally, adopting OKI's MPS solution allowed DBS to achieve cost savings of approximately 30 per cent.

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Dublin Business School, Ireland

In summing up the experience of implementing OKI’s MPS, Ormonde said that the key benefits for DBS, aside from the substantial cost savings, was the outsourcing of the printer help desk functions. “Now our facilities staff no longer need a big store of cartridges sitting there all the time and not knowing which printers they are for. Or cartridges that don’t have a printer associated with them because they’ve been scrapped.

“We also don’t have the hassles associated with the helpdesk function now that it’s been farmed out to OKI. And from the viewpoint of the people in finance and accounts they now know what our printing costs will be

on a monthly basis. Additionally, all the users received new machines that are quicker and more efficient than the ones they had before – so everyone was a winner, everyone got something from it.”

### The Future

Ormonde said that he was glad he had taken Costello’s recommendations: “It’s been great working with OKI and I wouldn’t have any problem recommending them or working with them again in the future.”

OKI’s Smart Managed Print Services programme encompasses a range of tried and tested methods and tools to establish the current state of an organisation’s print related costs and processes before OKI creates a professional bespoke proposal to suit individual customer specific requirements. Our sales and engineering staff work closely with our key partners to offer Managed Print Solutions with maximum customer value.

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