

OKI Case Study

Industry: Education | Products: OKI MFPs, A4 & A3 Printers | Location: Cheshire & Merseyside, UK

OKI AND DMS HELP TO LOWER THE DEAN TRUST'S COSTS WITH MANAGED PRINT SERVICES

The Challenge

The Dean Trust has a high demand for printing solutions in the traditional, office-based environments, in classrooms, particularly within IT departments, and for reprographics to help develop and create a range of in-house marketing materials. The need is growing in line with its recent rapid expansion. Every time, the trust integrates another school, it needs to assimilate that school's entire printer estate within its overall approach.

The trust is bound by tight IT and printing budgets. It also needs to ensure in-house IT teams are not distracted from the core business by the need to continuously monitor toner levels and place last-minute orders when reserves run low. Even more importantly, it needs to avoid the risk of printers breaking down unexpectedly, and rather than being repaired, are simply being replaced by repeated one-off purchases that raise total cost of ownership and negatively impact the environment.



About The Dean Trust

Established in 2012, The Dean Trust is a multi-academy educational trust, with administrative headquarters in the Ashton-on-Mersey School in Sale, Cheshire. Comprising of nine schools and academies across both primary and secondary sectors, the Trust is responsible for approximately 5,000 students. It currently operates in four local authorities: Manchester, Trafford, Wigan and Knowsley.

ANTICIPATED COST SAVINGS OF

50%

LESS PER PRINTED COPY



The Solution

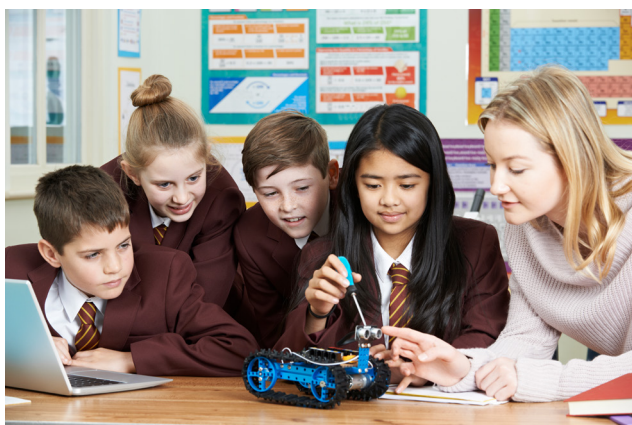
The Dean Trust opted for an approach that combines high-quality, robust and reliable printers with tight management of hardware, software, service and support. To deliver this, it chose to implement OKI MFPs and A3 and A4 desktop colour and mono single function printers. This is supported by a Managed Print Services (MPS) contract from an OKI partner, DMS Reprographics, a printing solutions provider, specialising in education.

"We have used OKI printers in the past and have been impressed with their quality and reliability," said Mike Ward, Group IT Director, The Dean Trust. "DMS recommended that we standardised on OKI printers, with a couple of exceptions, across the fleet and we were pleased to accept their recommendation."

"We were struck with DMS's openness and honesty," he continued. "They were happy to listen to our viewpoints and were flexible in adjusting their approach accordingly. They were transparent about the cost per printer, per MFP and per copy, and how that would translate into the fee for the MPS contract. And they were happy to give us time to trial the printers in different scenarios to ensure they were the right fit."

With the contract signed, DMS conducted a full audit of the existing print estate to identify where demand was heaviest and lightest. Based on its findings, DMS recommended changes to the configuration, including equipment. The Dean Trust now has a range of traditional desktop office-based support function printers, both single and multifunction in place across its estate, primarily in school finance and student services departments. There are a range of printing needs including A4 format, A3, colour and some in mono only.

The trust also uses a combination of OKI single-function and multifunction printers, together with a couple of specialist devices from other vendors to conduct reprographic printing in-house. The output typically includes materials such as flyers, leaflets, newsletters, catalogues and prospectuses. As referenced earlier, it has also installed a range of smaller printers in classrooms across the estate, particularly those within IT departments.



“We have never had any major issues with OKI printers. They are consistently reliable and robust, and every function they have been tasked with (...) has been carried out to a high standard.”

Mike Ward, Group IT Director, The Dean Trust

The Benefits

Working with the support of OKI, and as part of the MPS approach, DMS continuously assesses The Dean Trust’s printing needs by regularly analysing its printer usage and recommending the right service to meet its requirements and help reduce printing costs.

This approach has allowed the Dean Trust to keep pace with changes across the organisation, including the addition of new schools, while delivering the anticipated cost savings of 50% less per printed copy than it has in the past with other manufacturers or distributors. It has also reduced the burden on the in-house IT team by freeing them up from having to constantly monitor printer maintenance and remaining levels of consumables in stock, for example.

“We have had very few issues across the whole network,” said Ward. “Even where we have needed support, we can be certain that if we call DMS, we will get a fast and effective response because the support staff are geared up to help us and know our products and sites inside out.”

The Dean Trust have been further impressed by demonstrations regarding the flexibility to put resource in place to move or reconfigure printers at times that are convenient to the trust: during the Summer holidays, for example, or late on Friday afternoons after staff and pupils have left the premises.

The Dean Trust’s decision, on DMS’s recommendation, to largely standardise on using OKI printers at every school has brought a number of benefits, for example, users become familiar with the printers and if they subsequently move from school to school, they don’t have to refamiliarise themselves. They can get up and running straightaway without further training.”

They have also benefitted from the quality of the printers. “We have never had any issues with OKI printers,” said Ward. “They are consistently reliable and robust and whatever function they have been tasked with, from outputting work in the classroom, to printing administrative documents in school offices, to delivering creative reprographics for promotional purposes, has been carried out to a high standard.”





The reprographics work done on the OKI printers has helped cut costs by enabling the trust to keep the work in-house and avoid the need for expensive outsourcing of printing or design work. “For this work, we need fast, high-throughput machines that deliver consistently high quality output. The OKI printers have risen to this challenge every time.”

The Future

Moving forwards, The Dean Trust is looking forward to an ongoing relationship with OKI and DMS. It plans to work closely with DMS to assess the volume of printing work that it still outsources to third-party suppliers and reduce this further. In line with its focus on minimising environmental impacts, the trust is committed to a continued repair and remedial approach to its printer fleet as opposed to replacing them completely – and that is a focus that fits well with its current MPS strategy. Their partnership with DMS and its use of OKI printers look set to continue long into the future.

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Mike Ward, Group IT Director, The Dean Trust

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