



**Company**

St Clare’s High School

**Sector**

Education

**Location**

Taree, NSW



## A new school of thought at St Clare’s

Private schools carry a major responsibility, not just to students, who rely on them for life’s lessons, but to the local community, who count on them for their social role and contribute so much towards their facilities.

St Clare’s High School plays a significant role in the Taree community. It was established in 1971 as a Catholic co-educational high school for students from Taree and surrounding districts. Many of its students have carved out stellar careers in business, industry and law – clear evidence of St Clare’s academic excellence.

Network administrator and IT co-ordinator at St Clare’s, Phillip Carney, understands that to deliver all the needs of students, the school’s infrastructure needs to be in peak condition. He knew the school’s print facilities were not very efficient, but a generational change required a major upheaval in the school’s activities, and needed careful planning.

### Business challenge and scenario

St Clare’s print requirements were handled by 33 printers of all kinds scattered around the school, with a network running some of them, but many were small printers held captive on staff or class desks. The school also had old copiers and fax machines, but no scanning capabilities at all.

Printing colour documents was a particular concern, as the existing colour printers were bubble jet devices which delivered poor quality and were expensive to print.

Staff were also trammelled by the limited binding and finishing options for many of the documents and reports they needed. Most stapling and binding had to be done by hand – a slow and laborious process.

Carney realised that an integrated, fully managed system could provide a more effective means of printing large volumes, tracking all the printing done and the costs involved.

Then he was approached by Nicolas Hook of Viatek, an authorised dealer of Fuji Xerox Australia, who offered to prepare an analysis of the school’s print capabilities and the total cost of their operation. Phillip Carney accepted the offer, and a year later was taken aback by the results.

### Challenges

- A disparate range of 33 printers made it difficult to track, allocate and have full visibility of costs
- Colour printing was of poor quality and were expensive to produce
- The existing fleet had no scanning capabilities and the school had limited finishing and automated binding options

### Solution

- Six Fuji Xerox multifunction devices which were fully networked and placed in strategic positions throughout the school
- Print release stations at all devices which read staff and students swipe cards for security and tracking
- A fully managed print service

### Benefits

- Tracking and reporting enables improved efficiencies
- Print release system helps to reduce costs as users think before they print
- Streamlined workflow with new fax and scanning capabilities
- The solution enables the school to be more financially and environmentally sustainable

“...jobs are sent to a virtual queue for printing, but aren't printed until staff or students are there to release and collect them. We've just pulled up a report showing that in nine months we've saved a total of 30,720 pages...”

– Phillip Carney  
Network Administrator and IT Co-ordinator  
St Clare's High School, Taree

“When Nicolas Hook came in I was hesitant, but he suggested they monitor our former system for 12 months and show us what it was costing us. That was quite a surprise!” said Phillip. “We had 33 printers around the school and only about four of them were relatively new, and still under warranty. We could manage what the students required to be printed, but the tracking process was very cumbersome.”

But it was the analysis of printing for St Clare's staff that really surprised him.

“Staff naturally do more printing than students,” he said. “When we did an analysis of print jobs that were sent but not picked up, we were losing \$800 per month – that's just in jobs that were never even collected.”

“Because there were so many printer models, most of which needed different toners, we had to keep a huge stock of cartridges. The ordering process was very complicated, and we sometimes had to wait up to a week for an order to turn up, so printers weren't working for days on end. The analysis showed we were carrying up to \$15,000 of toner stock.”

The total cost of ownership analysis was revealing, and made it easy for St Clare's to agree to Viatek's proposal to completely revitalise the school's print operations.

## Solution

On the last day of school in 2010, Viatek removed all the old printers and faxes, and replaced them with a fully networked system of Fuji Xerox multifunction devices. These included four DocuCentre-IV C2260s, a DocuCentre-IV C4470 and a DocuCentre-III C7600 with in-line finishing. They were placed in strategic positions around the school premises, such as the library and administration offices, for easy reach by all users.

All of the devices were integrated using six print release stations that read students' and staff's swipe cards for security and to maintain records of all printing done.

The solution was a fully managed service that gives Phillip Carney an accurate history of all the school's print activities, saving both time and money which can be used for other purposes.

## Benefit: Improved efficiencies

Phillip Carney is astonished at the improvements in St Clare's print operations. Not only is all print of a much higher quality, especially for colour documents, but the fully managed service gives St Clare's much greater efficiency in all the required printing, and a complete record of all printing, consumables used and maintenance done.

“Four reports are delivered every Sunday. It includes an environmental impact report telling us how much paper has been used, the power consumption and the carbon emissions, a report tracking users profiles, another report detailing high use areas for each machine, and a report on issues in the overall system so we can solve them quickly,” he said.

## Benefit: Print release system helps to reduce costs

“Under our new workflow system jobs are sent to a virtual queue for printing on any of the six machines, but aren't printed until the staff member or student is there to release and collect them. We've just pulled up a report showing that in nine months we've saved a total of 30,720 pages that were sent to print queues but were not needed and never printed. That's a major saving, not just in visible costs such as reams of paper and print costs per page, but also hidden costs such as replacing toners and electricity usage.”

## Benefit: Streamlined workflow with new fax and scanning capabilities

The new service also enabled St Clare's to do away with fax machines. All faxes are sent on the Fuji Xerox multifunction devices, and all incoming faxes are received by email and redirected to an administrator who forwards them to the responsible people. Many of those faxes are unnecessary junk and not printed at all.

Staff and students are now also able to easily and quickly scan documents directly to their email address via any multifunction device located around the school – saving them time and reducing unnecessary printing.

“Our cost savings are \$800 a month before we even start printing,” said Phillip. “We've decreased costs overall, our efficiency is up tenfold, and the ability of the newer machines, especially the DocuCentre-III C7600 with in-line finishing, is great.”

## Benefit: More sustainable outcomes

“And the environmental factors in their favour are considerable. The newer technologies are much cheaper to run, especially with their very fast standby recovery – just three seconds. That's all shown in the weekly environmental impact report we receive.”

Phillip Carney notes that the Fuji Xerox system also saves time – his assistant saves an hour a day just in problem solving and management from reports showing what needs to be done.

“I don't think many schools would realise what the true costs of printing are. I calculate that our school is saving about \$2,500 a month on our old printing system. But what's also really important is we have so much more functionality with the Fuji Xerox system. It provides us with a much more efficient way of doing everything here,” he said.

## About Fuji Xerox Australia

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