



“If you can’t measure it, you can’t manage it. If you can’t manage it, you can’t improve it.”

Jack Welch, former CEO, General Electric

ST. THOMAS C OF E PRIMARY SCHOOL



Case Study

The Audit carried out by a UTAX CONSULTING Partner

UTAX CONSULTING: Cutting the cost of printing

Printing is a business expense that has traditionally remained shrouded in mystery. But now an innovative new auditing solution from UTAX sheds light on the subject, enabling organisations like St. Thomas C of E Primary School to measure these costs – and make impressive savings.

Benefits

- **Instant return on investment** with over 20% saved per printed page
- **Increased productivity** through reliability and interconnectivity
- **Business continuity** if a printer breaks down staff can now print to any machine from any PC
- **Single Supplier** for all printing requirements

It’s all about the Maths

St. Thomas C of E Primary School is a mixed school of approx. 470 pupils. They have 2 ICT suites for education purposes, with a number of client PCs throughout the school, plus the teachers use laptops as well as client PCs.

They have a number of printing devices in the school. The main reprographics room has a large full colour photocopier that was just over 12 months old and a Risograph duplicator that is over 5 years old (these were to be excluded from this report) and throughout the school they had many different printers both laser and ink jet; colour and mono.

The management of the school had seen a significant rise in direct costs for their office printing, i.e with increased costs of the toner and ink cartridges. They were very concerned with this increase in direct costs, and had no idea of the true operating costs of their printers.

The environmental impact of their printing was also a concern, but they had no idea of what this impact was and how much of a carbon footprint they were generating.

The school also had no control over what was printed, to what printer and by whom, or how the page printed and what the page cost was.



Seeing the wood for the trees

St. Thomas C of E Primary School approached a UTAX Partner with the following tasks:

1. To identify the true cost of their office printing
2. To report and to improve on the environmental aspects of their office printers
3. To find a way to reduce the financial burden of their office printing

The audit of St. Thomas's printing was run over a 6 week period beginning April 2008. The object of the audit was to find out the volume of printing that was being carried out and at what cost.

As a result of the audit, it was discovered that they were using 20 different printers; this was made up of 3 mono and 5 colour laser printers and 20 inkjets. All machines were HP machines varying in age from 8 months to 4 years.

Their print cost was calculated at an average 8 pence per page.

It was discovered that there was no policy on repair or maintenance - if any machine was faulty, it was thrown away and a new one was bought.

It was also difficult and time consuming to manage stock levels of toner and ink cartridges; taking up the IT Manager's valuable time.

There was also no policy for departmental billing or cost control or a printing environmental policy.

A win-win situation

The UTAX partner was able to replace all of the HP printers with a managed fleet of UTAX colour printers.

These UTAX printers have the very latest printer technology. They use fewer parts in their construction and in the toner cartridge.

This not only helps to reduce the impact on cost, but the environment as well. They are very reliable and contain long-life components; this again helps to reduce costs.

The new solution gave the school:

1. A 31% saving on the running costs and real reductions in their carbon emissions
2. 28 brand new state-of-the-art UTAX colour laser machines
3. All repairs carried out on the machines, or the machines replaced if they cannot be repaired, during the contract period. This means a reduction in future repair and replacement costs
4. All the toners and consumables supplied
5. One stop for all the needs of the printers



UTAX CONSULTING: Lifting the lid on printing costs

UTAX CONSULTING is a pioneering process that enables accurate measurement of a company's printing expenditure. It's then possible to evaluate an optimal cost-saving solution, configured to customer requirements.

The three stages in the UTAX CONSULTING process are:

• Audit

A UTAX trained consultant carries out a print audit, typically involving several printer meter readings taken over three months.

• Analysis

An average cost per page is calculated for each printer and then for the entire company, taking into account extras such as paper, consumables and engineers' fees. Most companies are surprised to learn how high this figure can be.

• Report

Using UTAX CONSULTING software, the consultant works out exactly what combination of new machines will create the most savings and then offers recommendations for improvement.

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