

TOSHIBA

SUCCESS STORY

University of Tasmania - how one of Australia's oldest universities is utilising the latest in print technology to deliver world class support for it's students.

Customer: University of Tasmania
Country: Australia
Industry: Education



THE CLIENT

The University of Tasmania (UTAS) is one of Australia's oldest and most prestigious universities. Given its location close to some of Australia's unspoiled and wildest land and seascapes, it is not surprising that it is renowned for its specialist maritime institutes, and the courses it offers in environmental and wilderness studies.

These are just part, of an impressive range of undergraduate and postgraduate studies and research programs. Although relatively small at just under 34,000 students, UTAS punches above its weight with a prospectus that includes courses in arts, law, education, medicine, sciences, engineering and business.

THE SUPPLIER

With over 25 years experience in Managed Print Services, Winc Hobart has proudly been providing tailored IT and copier services to small and medium sized businesses.

Proudly partnering with Toshiba, they have three offices based in Hobart, Launceston and Devonport. They are a dynamic provider of technology solutions and aim to revolutionise the way their customers do business to increase productivity.

THE CHALLENGE

Like all educational organisations, one of UTAS's key currencies is documents. Students and staff alike need to create, share, read, as well as store the written word and images. UTAS offered a print, copy, scan and fax service to all university users.

UTAS realised their printing system wasn't aligned to their requirements and decided on a refresh, with several goals:

- > Reduce overall costs
- > Reduce the number of devices
- > Move to a usage based payment model, rather than having to purchase or lease equipment and software
- > Capture more detailed information about use of the service
- > Streamline and consolidate their invoicing process

As a particular champion of environmental education, they also wanted to reduce their own environmental footprint as much as possible.

UTAS issued a tender, which was won by WINC, their existing print services partner, and the largest supplier of Managed Print Services in Tasmania.

WINC proposed an On-site Managed Print Service (OMPS), including a fully managed roll-out.

In putting together their proposal. WINC undertook an extensive audit and discovery process, using digital auditing tools and physical site walks, to identify the university's print fleet. The exercise found several hundred printing devices, including a large number of un-audited locally connected personal printers. There was clearly significant potential for fleet optimisation. They determined what could be retained, what needed immediate replacement and where there were opportunities for centralisation and consolidation.



THE SOLUTION

The result was a winning OMPS solution, which has allowed the university to achieve their overall goals and more.

The OMPS captures detailed data about usage, in order ensure accurate and timely billing. The university then passes on the cost of printing to users, and through the PaperCut MF software, they can see who is using the MFDs, at an individual, department and location level.

With multiple users accessing multiple devices right across the campus, flexibility is important. Through PaperCut, users can send a document to be printed, where they can roam between devices and/or re-route printing from one device to another.

WINC's modeling estimates that PaperCut will drive a reduction in hard copy printing of at least 10% equating to approximately \$500,000 over the life of the contract. In just the first six months the university saved close to a million printed pages amounting to tens of thousands in direct savings, as well as an overall reduction in the Universities carbon footprint.

Security and confidentiality are of the up-most importance for UTAS. The print release and cancel function, ensures that a document can not be printed until the user is physically there to collect it, preventing sensitive documents being seen by anyone other than the user. PaperCut also offers the option to cancel a job rather than releasing. This plays a significant part in reducing print volumes, as a proportion of users decide they don't need the printout, or have printed in error, after sending the job to the printer.

The students are now able access devices via a 'stored value' pay as you go card, or through digital identification services, helping UTAS to save paper by reducing printed impressions and reduce cost spent on consumables.

The new print system delivers an annualised saving of at least 30% on the university's past expenditure while creating a truly functional and connected print environment.

THE RESULT

Overall, the university is delighted with its decision to work with WINC and with Toshiba technology. "It's rare you get to do a project that overachieves in several areas that are vitally important to an organisation's goals", says Richard Wilson, Infrastructure Programme Manager at UTAS. "In the case of the Onsite Managed Print Service project we seem to have done this and more. Like most projects, we want to save the University money, which we have. However, the environmental outcomes in this project are particularly rewarding. Not only have we achieved real benefits for our carbon footprint, our users get full visibility of the environmental impact their printing has.

As the technology provider, Toshiba are delighted to have such a high profile client with such a successful outcome. It is also a testament to Toshiba and WINC's strong partnership that they worked so well together to ensure the best outcome for the client.

"The OMPS empowers the university to make informed choices about their printing needs. A great outcome that both WINC and the University can be proud of."

- Richard Wilson, Infrastructure Programme Manager, UTAS

Hari Tharmakumar, National Channel Manager at Toshiba says "We are privileged to Partner with WINC for best of breed technology from Toshiba in achieving UTAS's goals."

It's a sentiment echoed at the highest levels in Toshiba's Electronic Imaging Division: "Toshiba has shared a long and successful partnership with WINC in Tasmania and is very proud of the collective efforts of our respective teams in ultimately winning such an important and prestigious contract as UTAS", reflects Bret Davies – General Manager Toshiba EID Australia, New Zealand and the Pacific Islands.

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