

**TOSHIBA**

# SUCCESS STORY

Thomas Hassall Anglican College was established in 2000 by the Sydney Anglican Schools Corporation and caters for students from Prep to Year 12.

Located at Middleton Grange in Sydney's south west, the College now has two campuses, over 1700 students and 135 staff.

Customer: Thomas Hassall Anglican College  
Country: AUS  
Industry: Education



Since Thomas Hassall Anglican College moved to a Toshiba Managed Service (TMS) in March 2013, they have revolutionised the way staff and students use print and document management technology within the College, and have reduced related expenditure by more than 50 percent.

The solution is integrated, networked and provides all devices, consumables, servicing and support at a fixed monthly rate. Cost savings are a result of more effective placement of devices throughout the College and waste reduction, through software enforced printing rules.

The College now has a completely transparent print environment, through ongoing monitoring and reporting. Staff can use their swipe card to release a job when they arrive at a device. Plans are in place to extend this to students through their student cards.

Mr Warren Murray, College Manager at Thomas Hassall Anglican College, is very pleased with the results.

“We have moved from many staff having an individual printer in their office to a more centralised system using communal devices. While having individual printers right next to us was convenient, the new system means that we think twice before printing. We now have the flexibility to print documents on any device in the College, depending on where is most convenient for us at the time,” said Mr Murray.

The new solution is also freeing up resources as staff no longer need to be involved in consumables ordering, it is now automated.

The College Principal, Mr Ross Whelan, is also satisfied that objectives have been met.

“One of the things we wanted was to allow our teachers to move more freely around the College in their work. The networking of the printers and multifunction devices has been successful in allowing us to do this,” said Mr Whelan.

## THE CHALLENGE

Before the new solution, the College had an ageing print fleet made up of various device makes and models. Staff and students had become frustrated with the frequency of faults and break downs. Administrators were grappling with poor response times from suppliers and no handle on device usage across the College.

The College Principal, Mr Whelan, said that the search for the right provider was part of their greater objective to provide flexibility and adaptability for teachers in their lesson preparation, and access for students to the best resources for learning.

“Our overarching vision is to constantly improve learning outcomes. More than looking for the most cost effective solution in the market, we were really focused on ensuring that staff and students had the best tools at their disposal for teaching and learning,” said Mr Whelan.

Another consideration was the ability to monitor and record usage of the devices throughout the College.

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- Mr Whelan, College Principal

# THE ROAD TO SUCCESS

“One of the main challenges we had was management of the photocopier and printer use. We really wanted a system that could provide us with this data on an ongoing basis, and help us to encourage some discretion when it came to use of the equipment, for both environmental and cost considerations,” said Mr Murray.

Toshiba began by conducting a print discovery process to audit device usage across the fleet over a period of time. This provided a baseline for the College and Toshiba to work from in building the new solution.

“The audit process gave us a clear picture of which machines were redundant, identified areas with the highest volumes, and certainly confirmed our worst fears about unnecessary use of devices,” said Mr Murray.

After looking at several vendors in the market, the College felt confident in moving ahead with Toshiba.

“The first impression was excellent. Toshiba had a professional approach to their presentation. They were serious about wanting to help the College and they came prepared with answers to all of our questions,” said Mr Murray.

Toshiba implemented the new solution at Thomas Hassall Anglican College in the break between school terms one and two of 2013.

“The implementation process lived up to our expectations. Toshiba communicated very well before hand and they had it well planned and documented so that we knew exactly what to expect. We were pleased with the way they handled the transition of old equipment to the new,” said Mr Murray.

# THE OUTLOOK

The periodic reviews incorporated into all TMS arrangements allow for ongoing evaluation and optimisation of solutions. So far, Toshiba has conducted one review with the College to assess how things are going. There have been some tweaks to hardware to better meet demand at the College and discussions are ongoing for future solutions around document management systems.

The College is looking forward to growing the partnership over time.

“The proof is in the pudding. We are more than pleased with the outcomes of the solution and the ongoing support. We are currently having discussions about extending Toshiba’s service to our new campus, which will continue to expand in the future, and we are really keen on working with Toshiba to further reduce paper wastage within the College,” said Mr Murray.

“We have recommended Toshiba to other colleges, based on our experience. We are confident in the partnership and we feel that they will always listen to us and work with us to achieve objectives,” said Mr Whelan, College Principal.

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