

Case Study: Anglia Ruskin University

The Current Service

The University has sites at Chelmsford and Cambridge and a print service at each. The overall management is provided by Corporate Services which also incorporates procurement and risk management. Each print service has a manager and approximately 3FTE staff. There is currently no central in-house design service though some capability exists within marketing and IT services. There is some consideration about the need for central design services.

16M impressions are undertaken across the two services with a turnover of £750K. The majority of costs are recovered by charges to customers (but not utilities). CLA fees are recovered by the University. A lot of finishing is undertaken. The existence of two plants enables backup.

The equipment comprises Canon digital copiers under the HE agreement. Both sites offer monochrome and colour printing as a service to departments which can be accessed over the counter or electronically using web-based submission. A delivery service is provided for departments. Over-the-counter services are provided for students and the general public. This works better at the Chelmsford campus where there is a street presence.

A student project has recently been undertaken to look at how the service could be better marketed.

The service is looking to provide a large format poster printing service.

The University is undertaking an e-auction for an institutional print buying service through a framework agreement. This will require changes to practices across the University.

The two print managers act as the first contact for a request for departmental copiers to be leased. All copiers are networked. There are attempts to get the scale of service provision at the right level.

Billing is being addressed as the current system is old. The use of Canon as sole supplier will make this simpler.

The Journey to the Current Service

Three years ago the services had litho equipment but this was not cost effective.

Print buying was undertaken through marketing but this is now being taken on centrally through the purchasing office.

Positive Messages from this Case Study

Gaining benefits from having two campuses by taking a coordinating approach and providing a consistent service enabling backup is a good approach to take.

Some Issues

There are challenges ahead in selling the framework agreement for print buying to the institution.

Acknowledgement

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