

# Case Study: University of Wales Bangor

## The Current Service

The printing service undertakes both litho printing and digital copying. The digital copiers are leased from Xerox. Printing up to two colour B3 is undertaken in-house with some full colour work being produced on the two-colour presses for the same price as could be undertaken for full-colour work externally. All design is outsourced from the print service. This design work is either done by the Web team's graphic designer or an external one.

There is currently some work outsourced to two local printers but the University is about to join a consortium of public sector bodies in North Wales for a framework agreement for print buying. Although departments currently do not have to go through the print service, it is hoped that the adoption of this agreement will lead to standard purchasing through this agreement.

The service has three reception points on campus. Jobs can be submitted by email and specified and agreed by email or phone.

The service is cost recovery including a charge for space and utilities.

## The Journey to the Current Service

Five years ago the service was having significant difficulties. The Xerox lease costs were high relative to the volumes undertaken. There had been insufficient evaluation of the demand prior to taking on the agreements. At the same time the University adopted the national agreement for copiers and some high specification Minolta machines were obtained by departments which further reduced demand for central services.

The University has now moved to a University-wide agreement with Xerox. The intention is to work in partnership with Xerox to deliver improved VFM.

Xerox have completed a full survey of all printers in

every room on campus. From this, figures have been produced illustrating saving of using Xerox multi-function devices. However the process of getting these machines installed is taking time and the University has yet to implement any means of enforcement of work towards these devices or the central print service's devices in the case of large jobs.

Xerox are assisting in the service development and efficient processes including financial management and looking at VAT liability on differently finished goods to ensure that VAT is not being paid where this is not necessary.

## Positive Messages from this Case Study

The link that the University is making with other public sector (primarily local authority) bodies to develop a framework agreement.

The service has started using the portering service to assist with deliveries which has been an improvement.

## Some Issues

It has been hard to overcome the former reputation for poor value and service.

There has been a push to focus on achieving customer deadlines and to try and get earlier discussions with customers on work coming in.

There is always a need to increase volumes on central monochrome devices. The increases have all been in the use of colour.

## Acknowledgement

Thanks to Heledd Wyn-Owen and Paul Wood for discussing the service at the University of Wales Bangor.