

# Case Study: Manchester Metropolitan University

## The Current Service

Manchester Metropolitan University (MMU) is a split site university and the print service operating on four sites, comprises five Xerox Docutechs and a Docucolour machine. The print service sits within Media Services. Most work is black and white though the demand for colour is increasing. A print manager is responsible for 30 staff across the service. A small amount of litho work is undertaken on single colour machines – corporate stationery, NCR forms etc. Most modern print finishing methods are also available.

The service operates on a facilities management contract with Xerox using University staff across four sites. Detailed information on meter readings and profile of non-VATable work produced on the Xerox equipment, is provided to enable the reclaim of VAT.

The print service also manages University copier contracts making a small charge on each copy to cover the cost of running the service. This is run in conjunction with the purchasing office. All open access photocopying machines were replaced in June 2004 with multi-function devices capable of basic walk-up copying, on line networked printing, scanning and sending/receiving fax messages. It is hoped that these machines will ultimately replace some desktop printers and fax machines; with fewer devices taking up a smaller overall footprint, there is significant potential for improving the workplace environment, not only in additional space but also in savings on energy and the reduction in heat and ozone emissions to be gained from using fewer machines.

The University has a framework agreement for print buying which is managed through the purchasing office and the marketing department.

In 2005-2006, 54 million copies were produced in the service comprising: -

- 53% High Volume central production
- 42% Open access photocopying
- 5% Litho printing

£513K was spent on external print requirements

There are a number of changes on the horizon. The University is working on its Estates Strategy which will consolidate operations onto three campuses; as part of this, the intention is to rationalise the reprographics activity by housing the 'back of house' main production area in one location and having 'front of house' customer service points on the three campuses.

2007 will be a pivotal year for the Reprographics Service as three significant factors impact:

- The necessary relocation of a large unit in the first quarter of 2007 (due to demolition);
- The expiry of the current Xerox contract for high volume equipment at the end of November 2007;
- The probable decline in volume in the central units as more of the work currently printed is digitised and made available on CD ROM and the Intranet.

These factors provide an opportunity to remodel and pilot the service as described above.

Although it can be hard to persuade people to move away from their more expensive desktop printers, the University has been moving in this direction and now has 155 self-service MFDs, nine of which are networked. In general people do not like to be told on which device to print but many staff in the University are interested in environmental issues and sustainability. The need to cut carbon emissions and save energy sends a powerful message.

## The Journey to the Current Service

This service has evolved over the years with support across the campuses. Like many of the post-1992 universities there is more acceptance of some services such as copier facilities and managed print buying being central services which are mandated.

The Xerox contract is a facilities management contract run with University employed staff. Detailed information on meter readings and profile of non-

VATable work produced on the Xerox equipment, is provided to enable the reclaim of VAT.

There is a need to better understand the volumes of print undertaken in the University in developing the new service and also to understand the impact of digitization. A drop in black and white output and an increase in colour (as costs decline) is expected.

## Positive Messages from this Case Study

The central management of the MFDs works well. There has been a good partnership built to set this up, deliver and support this within the University between Media Services and Purchasing and also with the supplier (Sharp).

## Some Issues

The print service do little student work but the new service points may provide a better opportunity to take this on.

There is a need for closer working relationship between the design studio and the print service and work is being undertaken to develop the interface. This is a point which arises in a number of the case studies – the point was made that it is a bit like architects and builders where there can be a tension between the creative and operational ends of the business.

## Acknowledgement

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