

Case Study: Newcastle University

The Current Service

The service comprises print, design and photography and is based in the Library. The manager acts as a consultant for departments to help them get better value for their output. Multi-function devices are being encouraged and evidence is now pointing to the savings that can be made – the argument for change is beginning to be won. There is a move to standardisation of equipment using purchasing consortium prices (NEUPG).

Some litho single and two-colour work is undertaken. The digital copiers are Xerox and Canon machines.

The University has also set up a framework agreement for outsourced print. The central print room undertakes mini-tenders for work.

The service is looking to introduce digital workflow and is keen to put monitoring software on campus. There are issues in getting a shared prioritisation of resource with the IT service.

Within the Library the ICS card is used and this has a wider smart-card use on campus. The IT service uses a different system and it is clear that coordination could result in savings.

The Journey to the Current Service

The section was created recently to bring together a small internal print service, design and photography. The intention was to bring some coordination to a devolved activity where the University had a number of high volume set-ups in departments, and to move to more cost effective solutions involving MFDs and improved procurement of outsourced print.

Positive Messages from this Case Study

The use of the manager as a consultant advisor to departments helps to establish relationships and to facilitate change. A lower key role can be more effective than central rules which departments often choose to ignore. Selling the argument through evidenced savings can clearly create change.

Some Issues

Central coordination of print buying is not mandated and departments choose how they wish to use the list, which does not result in the savings which may be obtained.

As in other case studies, the need for coordination and shared prioritisation of resource between print and IT is essential.

Acknowledgement

Thanks to Owen Bradford for discussing the service at Newcastle University.