

Case Study: Sheffield Hallam University

The Current Service

The University has Xerox digital copiers. Monochrome volumes have been declining and colour volumes increasing. The print unit also has some offset capability for single and two-colour work which is used for forms and stationery. Finishing is both off-line and inline (for booklets) using the new Xerox production machines.

Following a review the University has made a decision to invest in the print service whilst changing business processes to facilitate job submission and job costing in the central print service. A University Print Policy is to be presented for approval to the University Executive Committee. Part of the policy will recommend the creation of a University-wide Print Management Group where strategic decisions will be made based on information gathered from the recently installed pcounter system, on copier responsibility and future requirements. In addition the central print service is taking over responsibility for departmental copiers and the University has made a strategic decision to move to multi-function devices. An analysis of usage is being undertaken.

The University is now undertaking a review of the facilities that should be provided in-house and is looking at digital printing.

The Journey to the Current Service

The University undertook a review of printing which concluded that a well managed in-house print service would continue to benefit the institution. The review was undertaken following a recognition that print volumes were changing with monochrome printing going down and colour requirements going up.

It was recognised that there needed to be:

- Management software in place to enable charging and to formulate a University wide strategy for future copier/printer needs. (pcounter).
- An institutional approach to copying and the introduction of multi-function devices.
- Software for job submission and management (Remote Printer) has now been purchased and installed.
- Complementary outsourced printing managed through a framework agreement.

Positive Messages from this Case Study

The discussions took place in full consultation with the print manager but were driven at a senior level in the institution with the resultant commitment to change.

There are good relationships between the print service and the IT service – something which appears to be essential from other case studies for success.

Some Issues

People in the University are wary of change and there has been a need to consult and to put in place the right building blocks for change.

It is very difficult to quantify the savings that will result from changes.

Acknowledgement

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