



CLIENT PROFILE

Thomas Telford School is a City Technology College, sponsored by The Mercers' Company and Tarmac Holdings Limited. Established in 1991 to pioneer new methods of education, it is now widely regarded as one of the most successful state secondary schools in England. The school is well known for its track record in academic achievement, regularly topping school league tables. The school consists of 1,300 students from the ages of 12 to 18 and 130 staff.

LOCATION

Telford, Shropshire

KEY TECHNOLOGY

Sharp MFDs, Optimise Fleet Management

KEY BENEFITS

Reduced costs, improved SLA's, increased visibility, better management

WEBSITE

www.ttsonline.net

THOMAS TELFORD SCHOOL

Altodigital brings down print costs by 36%

The school's printing requirements are considerable – from the printing of day-to-day lesson plans to the production of annual review documents produced for every one of their 1,300 students.

THE CHALLENGE

The machines that the school were using were no longer able to meet their printing requirements, nor were they suitable for the tasks they were being used for. This meant that the school was spending more money than they needed to.

As a technology college keen to practice what they preach, the problem for Thomas Telford School was that their printing devices were letting them down in this regard. Staff actively engage with parents about their children throughout the year and depend upon their printers to do so. With around 1,300 students at the school, the burden on printers is considerable. The devices weren't able to cope and constantly had to get fixed.

The school, were acutely aware of their expenses and needed to make sure that they were getting the best value from outsourced contracts and suppliers. Conscious of these issues and requirements, Thomas Telford School invited a number of suppliers to tender for their office printer contract, with the view of getting the machines replaced. Altodigital retendered for the contract and had it renewed immediately.

"We've been working with Altodigital since 2008 and one of the primary reasons for this is the service. If we ever have any problems with our devices, they are always there to help. More often than not, we will have a service engineer with us within a couple of hours. Their service levels are no doubt a key differentiator from their competitors."

JO HART
School Secretary



THE SOLUTION

Scott Chilton, Account Manager, Altodigital, explained: "The old devices were really coming to the end of their lifespan and were no longer able to keep up with the changing print requirements of the school. We had, ourselves, noticed that the machines were becoming increasingly temperamental and problematic. We reassessed the solution that was in place and demonstrated how much it was costing to print colour from their desktop printers. By implementing a few simple device and cultural changes they were in line for annual savings of around 36%, based on their current volumes."

Altodigital proposed replacing 10 machines, removing 6 colour laser printers and adding a high volume colour machine in the main office. They also installed Altodigital's print management software Optimise on the devices and networked a number of the devices, to improve efficiency and bring them under centralised control.

The new solution reduced the amount being spent on printing and copying by consolidating the printing fleet. Optimise software provides the facility to remotely monitor the entire fleet, allowing Altodigital to react to problems quickly and ensure that the fleet is operating properly. It also keeps tabs on meter readings, which are reported back to the school every quarter.

THE BENEFITS

Altodigital's SLAs have proven to be one of the key benefits of the new solution, explained Jo Hart, Headmaster's Secretary at the School:

"Altodigital's experience working with educational institutions really shines through, they know exactly the type of technology we need at the school and how we operate. We've been working with Altodigital since 2008 and one of the primary reasons for this is the service. If we ever have any problems with our devices, they are always there to help. More often than not, we will have a service engineer with us within a couple of hours. Their service levels are no doubt a key differentiator from their competitors."

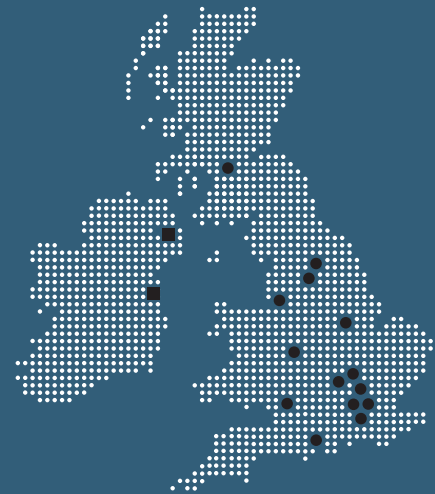
The future relationship between Altodigital and Thomas Telford School looks bright. The new devices have proven to be dramatically more reliable, owing not only to the fact that they are more suitable for the tasks that they are used for, but also thanks to Altodigital's Optimise technology. Whenever toner is running low, Altodigital automatically receive an alert and the new cartridges are dispatched immediately. This means that there is no need to stockpile and the school are never caught short. The additional service elements from Altodigital came as an added bonus. Key personnel are now able to spend time working, rather than managing devices and ordering consumables. In addition, Altodigital conducts a quarterly audit to explore additional avenues for savings and to ensure that the existing devices and structures in place are able to properly meet the changing needs of the school.

SUPPLIERS OF:



FOR MORE INFORMATION

Established for over 35 years, we have focused exclusively on providing unbeatable office technology solutions, and although we are a truly national operation, our success has been forged around our unique network of local offices providing on-the-spot response, rapport and reliability.



Altodigital has offices all over the country. Call us and see what we can do for your business.

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