



# Case study

## THE CLIENT

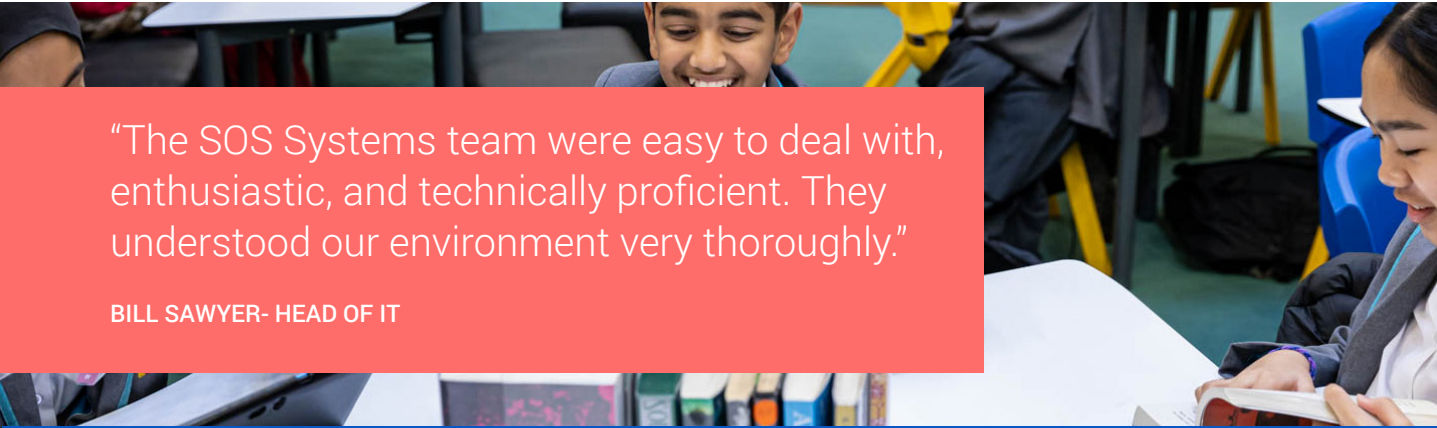
The Arbib Education Trust, a multi-academy organisation comprising two primary schools and a large secondary academy, faced challenges in managing their eclectic and outdated print estate. SOS Systems stepped in with their ECO SMART service, re-engineering the print infrastructure to increase efficiency, reduce costs, and significantly improve service levels.

## THE CHALLENGE

The Arbib Trust struggled with a disparate fleet of printing equipment acquired from three different manufacturers under varying framework agreements. Maintenance was burdensome, and Papercut a software designed to control wastage was only deployed across a small percentage across the fleet, across three different manufacturers, creating an inconsistent user experience. The subpar service levels under these agreements resulted in frequent downtime, affecting the productivity of both teachers and students.

“Having a print solution that works so effectively allows us to focus on other areas of improvement. Our print room is now more productive and capable of meeting the demands of teachers and students.”

RHODRI BRYANT - PRINCIPAL



“The SOS Systems team were easy to deal with, enthusiastic, and technically proficient. They understood our environment very thoroughly.”

**BILL SAWYER- HEAD OF IT**

## OBJECTIVES

1. Measure the impact of the current print fleet.
2. Identify inefficiencies and areas for improvement.
3. Implement Papercut improvements for reducing waste.
4. Achieve considerable energy savings from the new fleet.

SOS Systems employed their ECO SMART process, which entailed comprehensive auditing and provided a roadmap to achieve these objectives.

ECO SMART is a comprehensive review of print and document processes of a business designed to help them improve their operations, reduce costs, and become more sustainable. The service takes a holistic approach to a business's print infrastructure, processes, and sustainability practices, identifying areas for improvement and implementing solutions that are tailored to the unique needs of each organisation.

## THE SELECTION PROCESS

Four different vendors were considered. The Arbib Trust chose SOS Systems for their nuanced understanding of the challenges faced by the Trust and their proven track record in the education sector.

## THE PROJECT IMPLEMENTATION

The Trust decided to overhaul their printing equipment during the summer holidays. SOS Systems worked closely with IT providers, aligning the new print infrastructure with an ongoing server-to-cloud data migration project. New hardware was configured pre-installation to ensure a “plug and play” experience.

### Key Stakeholders:

- SOS Systems Project Manager
- The Arbib Trust IT Department

### Systems Integration:

- Cloud Servers
- Papercut Software

## BUSINESS OUTCOMES

Since the implementation, the Trust has realised several tangible benefits from reduced costs to performance improvements:

- 47 New Canon MFP Machines Across 3 sites
- A 50% reduction in print-related IT tickets.
- Simplified, easy-to-understand billing.
- Proactive Papercut support.
- Reduced paper wastage.
- A slimmed-down printing fleet from 22 models to 4.

“Our teaching staff and users are very happy and having a print solution that works so effectively allows us to focus on other areas of improvement. Our Print Room is more productive and able to cope with the demands of the teachers and students plus we are able to produce high quality, professional looking documents which represent the school positively externally.”

**RHODRI BRYANT - PRINCIPAL**



## RETURN ON INVESTMENT

The new system delivers over 10% per annum in total print cost savings across all three schools.

“More than just a print provider, as a digital technology partner, SOS have also identified some other areas where they can help to automate, our Accounts Payable system being one.”

**BILL SAWYER- HEAD OF IT**

“We felt confident in Canon as a global market leader, and the fact that SOS Systems specialised in the brand added another layer of trust.”

**RHODRI BRYANT - PRINCIPAL**

Established in 1985, SOS Systems is a leading provider of print and document management solutions. ISO9001 2000 accredited, we are one of a select few Canon Platinum Partners in the UK. We help customers nationwide achieve their compliance obligations and digital transformation objectives through a portfolio of innovative software and services. From secure print management to e-Signature and Accounts Payable solutions, everything is backed by our Prince2 certified professional services team.

### **INNOVATION | TECHNOLOGY | SERVICE**

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