A vision for smarter learning

Objective
Deliver excellence in learning, while driving efficiencies and helping to reduce the university’s carbon footprint.

Challenges
• No control over print, in terms strategy, management or cost
• Poor user experience
• Ambitious environmental targets
• Inherited print infrastructure
• Large and historic estate
• Large and complex audience of users - 30,000 staff and students

Approach
Develop and implement a strategic, fully managed Managed Print Service across the university.

The Canon Solution
• Managed Print Services (MPS)
• Canon imageRUNNER ADVANCE MFDs

Results
• Improved student and user experience and satisfaction
• More than £5.5 million to be saved over the 5-year project
• Behavioural change; growth in double-sided print and reduction in colour
• Reduction of more than a third CO2
• 59.7% less electricity used
• Secure access alone saves 10 million pages each year
• Quarterly MPS Reviews

More than £5.5 million should be saved over the 5-year project, which is a phenomenal story.
A vision for smarter learning

Philosopher and economist Adam Smith changed the way we think about the world. Television pioneer John Logie Baird changed the way we view the world. As the fourth oldest university in the English-speaking world, the University of Glasgow and its rich list of alumni has shaped the world we know today. The very same spirit and drive for excellence is alive in the university today, which is currently ranked amongst the best universities globally.

The University of Glasgow is driven by a clear vision: to enhance its position as one of the world’s best universities globally.

A progressive learning environment

A view of the learning environment at the University of Glasgow, highlighting the need for improvements in waste reduction and efficiency.

Effectiveness through managed print

In 2013, the university worked with Canon - its print partner for more than 27 years - to overhaul its print processes and introduce a Managed Print Service across the whole campus.

In this process, Pete Mitchell, Director of AD and CSCE Team Leader, the University of Glasgow, explains the issues the university was facing. “Before, there was no control over print. There was no consistency and experiences varied wildly. We had no idea where costs were being incurred, or how print was being used and misused. We could not tackle the problem because we did not truly understand the problem.”

At peak times in the academic calendar, around deadlines and exams, long queues would form around printers. Jobs would be sent to print and processed in order, meaning that students would often be seen searching for their documents in piles of uncollected work. Documents that were not collected were thrown away and the waste was terrible.

As a result of these factors, printing was the second biggest complaint from students.

Pete Mitchell continues, “The University of Glasgow has about 30,000 staff and students - that’s a small town. We knew that we could serve the community of students and staff better and, at the same time, contribute significantly to university’s strategic goals by saving money and minimising waste.”

Canon went on to design and implement a Managed Print Service across the university. This involved consolidating the print infrastructure from 3,354 to 902 MFDs across 200 locations, and creating a homogenised platform for the first time. The service included authorisation and access control, a print room or CRD with two operatives and a dedicated, on-site Client Service Manager.

The savings come from greater efficiencies. To access the MFDs and collect their jobs, students have to swipe their ID. Now that staff and students can collect their jobs from any networked MFD, students are printing work off campus and collecting jobs on-site. “We’ve seen a migration of print to central areas like the library or facilities near the underground station or local pub,” explains Pete Mitchell. “This is incredibly rewarding to see - it shows that print supports remote working and is performing in the way that our students want.”

Sky-high satisfaction

The Canon print strategy, infrastructure and service meets the demands of the university’s staff and students, and gives the university total control of its document environments for the first time.

Now, there’s no frustrations or waste. You send your job, walk to a printer and collect your work. The print service today is fast, reliable and easy to use. It has made a massive difference to my work.

Amir Ibrahim, Post-graduate student

“Students have voted with their feet,” states Pete Mitchell. “In the early stages, students migrated to the sites we upgraded first. Now that we have deployed the service in all student areas, satisfaction has improved to the extent that it is no longer a primary cause for complaint.”

Thanks to standardised features and print rules, users have started to change their traditional behaviour and are now using more appropriate technologies for their particular needs. As a result, colour printing was reduced by a third and double-paged printing grew from 60% to 80%.

The bottom line

On average, the university is saving as much as £12 million a year thanks to the MPS project.

“More than £5.5 million should be saved over the 5-year project, which is a phenomenal story. Every penny of which will be invested in the development of new student services or directly into research,” says Pete Mitchell.

The savings come from greater print-related efficiencies. To access the MFDs and collect their jobs, students have to swipe their ID. As a result, everything is printed on-demand and nothing is wasted.

Equally important are the environmental improvements the university has achieved. The new system uses 344 tonnes less CO2 every year - a reduction of more than a third (37.5%) - and 59.7% less electricity. Such savings contribute significantly to the university’s overall greater environmental efficiencies. It is an issue which is as important to the university’s research and business partners, as it is to its students.

The IT team now have complete transparency and control over print for the first time. The team went from a position where nothing was accounted for, to almost 100% of jobs being trackable and chargeable. “We were able to go back to the board and produce evidence of the benefits, and start making a case for other changes that need to be made in the future,” says Pete Mitchell.
The campus of the future

The University of Glasgow is hugely ambitious and is looking for ways to develop a world-class environment for learning in the future. Its smart campus programme was created to design, develop and deploy the services and technologies it needs to support a world class campus, workplace, learning and teaching experience.

To support the university each and every step of the way, the Canon project team pay regular visits under its unique MPS Customer Review service, which is supplemented by a personalised performance-based report. The team ensures that the new print policy and infrastructure are generating long-term ROI, and provides recommendations to help the university reach or further improve their objective as time goes on.

“We’re just scratching the surface of what can be achieved. We’re looking at further opportunities in document management as well as harnessing specific technologies such as BYOD, cloud connectivity and flexible learning,” comments Pete Mitchell.

The success of this project means that managed print and document services and our partnership with Canon will play a significant role in the University of Glasgow’s student experience of tomorrow.

Discover more

canon-europe.com/mps