

Education

University of Glasgow



A vision for smarter learning

Company Name
University of Glasgow

Industry
Education

Founded
1451

Location
Glasgow

Services
Research, learning and teaching

Website
www.gla.ac.uk

Relationship with Canon
27 years

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

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

Canon



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 research-intensive universities. To achieve this goal, the university is committed to focusing on the needs of its students and research funders. This means that to streamline systems and processes and continually improve the excellent student experience and world-class research environment it provides.

A progressive learning environment minimises waste at every opportunity. The University of Glasgow has been very active in taking measures to reduce its carbon footprint; which is no small challenge for such a large and historic estate. It is targeting a 20% reduction in carbon emissions by 2015/16, equivalent to an absolute reduction of almost 10,000 tCO₂.

These strategic aims permeate the institution and shape every decision it makes. Accordingly, its IT strategy is focused on finding opportunities to improve the way the organisation operates and support the learning environment.

Excellence 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.

Pete Mitchell, Directories 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.

Post-graduate student Amir Ibrahim comments,

“Before, areas around the printers were absolutely covered with paper. You’d ask yourself, how much is that costing people? How much is costing the planet?”

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.

Sky-high satisfaction

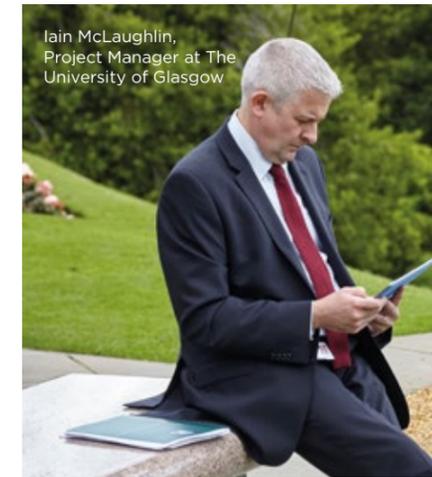
The Canon print strategy, infrastructure and service meets the demands of the university's staff and students, and gives the university total control of its document environments for the first time.

“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%.



Iain McLaughlin,
Project Manager at The
University of Glasgow



£1.2M

is the average annual saving that the university is making

The bottom line

On average, the university is saving as much as £1.2 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 1,344 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.

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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

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