



MAKING THE GRADE

Canon gets top marks from Manor House School

CHALLENGES

- Ensuring solutions worked seamlessly for all teaching staff
- Continuously engaging with the school to understand their key priorities
- Providing a unified solution which met the school's needs, including budget control, supporting digital transformation & sustainability goals.

APPROACH

Manor House is a Catholic post-primary school in North-East Dublin with a student population of around 700. They reached out to Canon in August 2022 to replace their existing machines with a suite of remanufactured EQ80 multifunction printers (MFPs), and to implement uniFLOW - allowing them to manage their entire print environment with a cloud first strategy - allowing staff to experience a seamless print experience both at school, and remotely supporting hybrid working post pandemic.

ORGANISATION:

Manor House School

LOCATION:

Dublin

INDUSTRY:

Education

WEBSITE:

manorhouseschool.com

FOUNDED:

1952

RELATIONSHIP WITH CANON:

Previously worked with Canon, and re-engaged in August 2022

RESULTS

- Solved faculty members' challenges and ensured a seamless transition, with a tangible reduction in staff issues, for example long queues at printers
- Introduced an Account Manager to oversee Canon's digital programme within the school and provide bespoke support
- Positively contributed towards maintaining Green Flag status - a nationwide initiative to promote environmentally friendly schools within Ireland
- Introduced new digital capabilities, including: remote printing, print-and-keep, brochure printing, and back-to-back copying
- Saved money on energy costs by installing energy-efficient machines.

THE STORY



IN THE PAST, PROBLEMATIC MACHINES IMPACTED TEACHING AND LEARNING.

For Anna Dunwoody, Deputy Principal at Manor House, the negative impact of their previous printing facility was clear.

The Deputy Principal's sentiment was shared by many of the staff at Manor House; the lack of reliable and efficient printing meant that they were wasting time, money and energy – taking teaching staff away from their core role of teaching and learning.

The post-primary school approached Canon for a solution and, since August 2022, they've been using a suite of Canon MFPs (multi-function printers) to scan, copy, print and store documents with ease.

EMPOWERING TEACHERS, EMPOWERING LEARNING

It was clear that a new approach to the printing provision was needed in order to address the school's needs. After making a visit to the school to meet with faculty members and really understand their concerns, and needs, Canon secured the contract and the journey to updating Manor House's print and photocopy infrastructure began.

Prior to Canon's involvement, teachers were struggling to operate their previous machines - it was taking staff nearly a minute to log into devices, and an average of a further 48 seconds before the print job was complete.

Not only were the devices slow, but staff reported that photocopiers were unreliable, breaking down regularly, and that cloud printing functionalities were similarly often unavailable.

The right solution, they said, would introduce the ability to print remotely - from a number of devices, including tablets - and connect staff to the printing facilities both in the office, and at home. That solution was uniFLOW.

Canon's uniFLOW solution is a single platform connecting the entire print environment through the cloud. Initially, the school only added uniFLOW capabilities to one machine - but, after realising how much more efficient it is to operate than their previous system, they opted to transition the entire fleet. Now, the school has four uniFLOW licenses in operation.

uniFLOW enables an innovative and flexible way of working. Printing can be carried out remotely, at home or on the go, ready for teachers to collect the next day. Staff can prepare the work they need in the evenings, remotely send to the printers, and simply hit the button when they get to the school, delivering improved productivity and increased efficiency.

The high quality output of the MFP's also enables staff to print their own booklets for events such as Open Evenings – reducing further on cost and time wastage, and allowing staff more control and efficiency.

WORKING TOGETHER TOWARDS A COMMON GOAL

One of the key drivers behind the successful partnership is strong communication between Manor House and team at Canon Ireland.

Prior to the installation, between 15 and 20 staff members were involved in discussions around the previous challenges the school were experiencing so that the right solutions could be found.

“At Canon, we understand that when you’re making a transition or change, the more involved staff are in the decision making process, the easier and more effective the change will be,” said Leo Kennedy, Business Development Executive at Canon EMEA.

“It was important to us to meet the staff in person and discuss their bespoke needs.”

This solid atmosphere of trust means Manor House can be confident in their ability to print whatever they need for the classrooms. Should anything go wrong, they don’t have to deal with a switchboard. Instead, they have the number of an individual, local representatives who deal with any problems and can send service technicians to solve the issue within the day.

Now, Manor House staff do not have to check in on the machines. Canon E-maintenance enables regular checks and toner orders are undertaken automatically - giving staff one less thing to worry about.

The strong partnership is based on the trust between Canon and Manor House staff which allowed the school to hit the ground running. Staff were offered training from the start of the year, which was vital to a smooth transition. “Switching to Canon ensured we had a smooth start to a new school year,” said Anna. “We are delighted with our new printing solution.”

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THE EXPERTISE OF THE SALES, INSTALLATION AND TRAINING PERSONNEL INSTILLED CONFIDENCE AND REASSURED US THAT WE HAD MADE THE CORRECT DECISION. THE PRINT SOLUTION, INCLUDING CLOUD PRINTING IS BRILLIANT AND WE ARE DELIGHTED WITH THE CONTINUED SUPPORT CANON OFFERS. IT HAS BEEN A SEAMLESS CHANGE OVER.

Anna Dunwoody, Deputy Principal, Manor House

CREATING SUSTAINABLE CHANGE

The introduction of EQ80 MFP's not only enabled Manor House to speed up and improve their printing capabilities, but they also supported the school in progressing their sustainability initiatives, environmental savings and digital transformation towards a leading learning environment for the teaching staff and students.

The machines provide the same reliable copy, scan and print solutions, but, crucially, reduce environmental impact. These devices use a combination of reused, repaired and new parts to create a good-as-new device without requiring the resource-heavy process of sourcing and processing raw materials.

Notably, the EQ80 MFP's in place at Manor House are also much more energy-efficient than the machines the school had in place previously. This means that they're not only more environmentally sustainable, but also more cost-efficient - an important consideration as rising energy prices add additional pressure to schools.

“ WE ARE DELIGHTED WITH OUR NEW PRINTING SOLUTION. IT IS SUITABLE FOR A BUSY EDUCATIONAL SETTING AS MANAGEMENT WE NOW HEAR NOTHING ABOUT THE PHOTOCOPIERS. THAT IS A GOOD THING! THERE ARE NO COMPLAINTS FROM STAFF AS THE MACHINES ARE SO RELIABLE.

Anna Dunwoody, Deputy Principal, Manor House

Alongside an environmental mindset, Canon's additional shared values with the school means that further collaboration is likely in the near-future.

“Social responsibility is hugely important to us,” said Leo Kennedy. “It's one of our core values. Getting cameras in young peoples' hands through our educational initiatives allows us to support schools by sharing our knowledge and experience, while also providing a creative platform for students to learn a new skillset. Where possible, we want to engage and give back to support communities by fully embracing our corporate strategy of Kyosei, which means 'living and working together for the common good'. This philosophy shapes a belief in seeing all people living harmoniously and working together to contribute to a prosperous society.”

