LIFE 2014

Lot 6 - Print Consultancy Services

London ICT Framework for Education

transcend 360

Are your printers acting like teenagers?

○ Do you know where they are?

○ Do you know what they are doing?

○ Are they costing you too much?

○ Do they frustrate you?

Printing is often one of those forgotten about IT services; forgotten about that is until staff or students cannot print.

In most schools (like most organisations in fact) printing has evolved over time with limited planning, usually based on user demands and available budget. This typically leads to a hotchpotch of devices from different manufacturers using different toners and offering different capabilities (some can print colour, others print double sided etc.). Often devices are purchased with no maintenance or support so when things go wrong who does the school turn to for help? Typically this approach leads to a printing infrastructure that costs too much and delivers poor service levels. Often schools do not know what devices they have and how much it costs them to print. Actively managing your print infrastructure will reduce costs and lead to better levels of service.

The first step in actively managing your print infrastructure is to understand what you currently have, what it is costing you, what issues users have and what you want it to deliver. Most printer suppliers will offer some form of 'free print audit' but in reality this is often a 'Trojan horse', helping them to understand what you have so they can sell you more printers. We undertake print audits to help you understand your current situation and decide what actions are required (usually this isn't a fleet of new devices!).

Printing is usually taken for granted, until it goes wrong

Supplier

Customer

Manufacturer

Most schools don't know
their total costs for printing

Once you have decided what you need, you have to find the right supplier with the right products and services. This may sound simple but can be fraught with problems; have you clearly articulated what you want, is the supplier offering value for money, can the supplier offer the right service levels, are the commercials sensible (for example no massive penalties for early cancellation of lease agreements). We understand the market and have people that understand what drives suppliers. We can act on your behalf to get the right solution at the right price with the right level of service.

Implementing changes to your print infrastructure is not simply un-packaging the box, installing the toner and loading the drivers on a PC. Devices are becoming more complex, they connect to the network, they can scan to email, users can authenticate with ID badges, they can be a security risk etc. etc. Most schools don't have the time or experience to undertake this work. We have staff with skills to undertake deployments or just manage the suppliers on your behalf to make sure they deliver on their promises.

Once the devices are installed and the service is operating you still need to manage the supplier, making sure they deliver services to agreed service levels. This takes time but it ensures that the supplier does not lose focus once the new devices are installed. We can manage the supplier on your behalf to ensure you get the service you expect and have paid for.
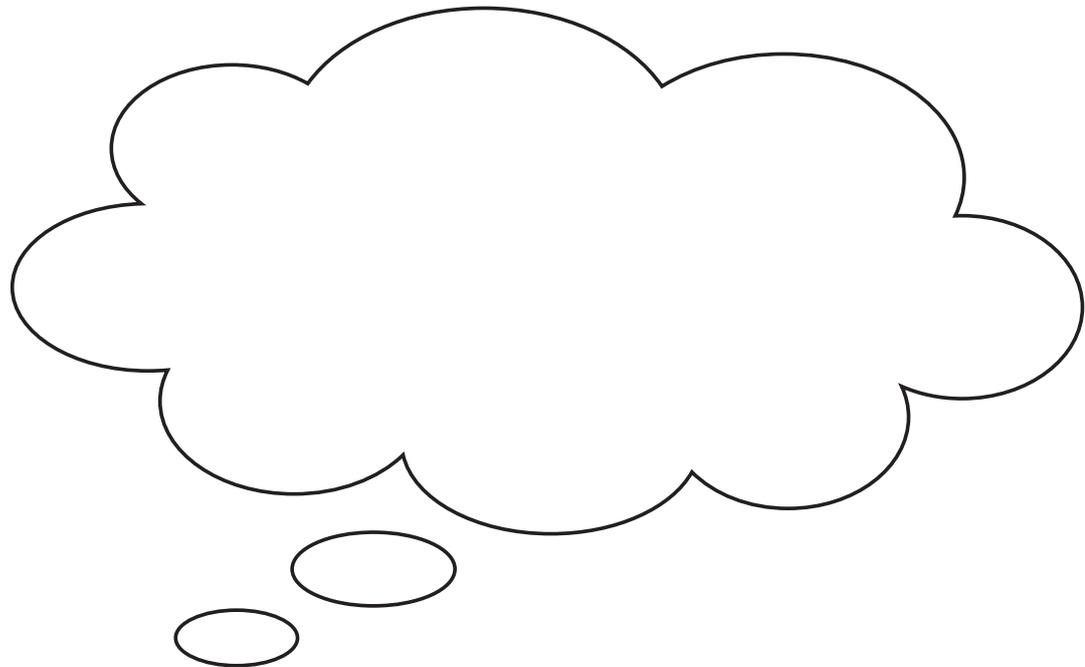
Unmanaged printing will
cost more and deliver less

We are the only supplier on Lot 6 that are dedicated to print consultancy services and we believe our approach makes us truly unique:

○ **Customer focus** – we focus on what you need not what any specific supplier wants to sell

○ **True independence** – we do not provide the print infrastructure so we recommend what you need, not what gives the supplier the highest profit

○ **Industry expertise** – our team have worked with some of the biggest suppliers in the industry and have many years experience with print

We would welcome an opportunity to talk to you about your printing, imaging and document management requirements and explore how we can help you get the most from your investment.

If you require more information about our services please contact us on;**0845 680 4097** or email us at **LIFE2014@transcend360.co.uk**

What relationship do you have with your printers?