



Background

Langside College is a further education college, established in 1947 and situated on the south side of Glasgow.

Traditionally the College operated from four main campuses and in over 80 community based venues. In 2007, the College's Estates Strategy received approval and funding of £36.2 million from the Scottish Funding Council to build a modern and dynamic learning space on the footprint of the existing College.

Work began in 2008 and Phase one of the new campus was completed in May 2009. Phase two, incorporating new sport, music and drama facilities, is due for completion in September 2010. Together these new facilities will provide state-of-the-art teaching and learning resources which will address the educational needs of more than 10,000 students annually.



Detailed forward planning of every aspect of 'College Life' was essential for a successful transition to the new premises. This planning comprised intensive communication and consultation with internal and external stakeholders. It quickly became apparent to the Langside College Senior Management Team that an effective, efficient document print strategy would be essential to meet the needs of not only the lecturing and administration staff but also the requirements of the student body.

Commercial Sales Director at Danwood Scotland, Craig Hamilton said: "The problem for Langside was that it was moving from a 1960's building to a state-of-the-art complex so flexibility of product and contract would be crucial in achieving a seamless transition between the two. This flexibility was a key motivator for the College to move forward with Danwood."

Historically the College had a large number of desktop inkjet and laser devices which were used by staff to print and collate large volumes of course materials. This practice was inefficient in terms of resources and finances.

Robert Paterson, Deputy Principal of Langside College commented: "It was quite clear that our new Campus must incorporate a high volume, low cost central print room in which the staff had complete confidence, enabling them to print what they wanted, when they wanted and to the appropriate quality standard."

He continued: "Before any changes were made to working practices, we felt it best to call in the professionals to conduct a print audit. After extensive research, we chose Danwood."

Danwood's independent consultancy division, Insatsu Chosa® (Japanese for 'print investigation') is able to investigate by means of site visits, one-to-one interviews and holistic analysis, the most efficient and cost-effective means of printing documents within an organisation.



Robert Paterson said, "It was important that a third party undertook the audit, consulting with our staff, making them feel part of the process and thus taking ownership of the changes that were inevitable as part of our campus move. We did not want staff to feel that any change was being imposed upon them."

The Insatsu Chosa® print audit identified some 92 output devices from varying manufacturers including colour, black and white inkjet printers and a range of laser devices.

Robert Paterson went on to say, "The print audit helped Langside College to develop a document print strategy that was workable not only for the IT Team but also for the lecturing and administration staff. In terms of sustainability, it certainly helped us examine the way in which we used our printers and the high cost consumables such as the toner and inkjet cartridges."

Upon completion of the audit, Danwood working in partnership with the College devised an interim print strategy which achieved immediate cost and efficiency savings. A longer term strategy was also developed. This will see the College through to the final Phase of its Estates Strategy.

Push the Button

In February 2008, prior to the campus move, the interim print strategy was implemented and Danwood was able to reduce the number of devices at the College by 80%.

Craig Hamilton said: "The College had a wide variety of printers from a number of different manufacturers that required an equally large variety of print cartridges to satisfy their needs. By simply reducing the number of brands on site to HP and Canon we were able to significantly reduce the consumable supplies the College required to carry. By streamlining the fleet in this way, we were in turn able to reduce the number of Helpdesk calls, bringing Service call outs down from 12% to 2% in a very short period of time."

In late spring 2009, Phase one of the Estates Strategy was completed. This marked the introduction of the College's longer term print strategy. Danwood contributed to the 'fit out' of the new print room, and through a rationalization exercise, further reduced the number of desktop output devices by 10%.

"We did this by supplying a number of photocopiers and multi-functional devices which were able to pick up the volume that had originally gone through the individual desktop devices all channelled through a brand new central print hub," said Craig Hamilton.

Reports on the first six months of the print strategy already indicate savings of 20% on the College's overall print costs. This is set to rise over a period of three years.

Looking to the future

Robert Paterson said: "The strong relationship which had developed between the College and Danwood was a major contributory factor in our choice of preferred supplier for print services. Danwood has many strengths; they are extremely customer focused and provide innovative solutions to customer's problems. We felt it was important not to be confined to one manufacturer so Danwood's product independence was also an important element in providing us with the most flexible and cost-effective solution. Having reviewed and evaluated our print strategy to date, the College is confident to progress, in partnership with Danwood, into Phase two of the Estates Strategy."