WYSE
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The University of Northampton -
Delivering organisation-wide value from Print

THE UNIVERSITY OF
NORTHAMPTON

Background

A medium-sized institution with over 10,000 students, The University of Northampton (UoN) is situated on two, leafy campuses in the heart of England, with a reputation for teaching excellence and a commitment to improving the student learning experience.

In 2006, the University found itself with opportunities to improve upon its current contracts for both Print Room and decentralised print devices. Senior management set clear expectations that Value for Money (VFM) must be achieved in all University service delivery functions, whilst simultaneously setting out ambitious goals which would *"require radical and significant changes to the way that the institution operates and manages its infrastructure"*[1].

It was evident that the absence of a holistic document production strategy would impede the realisation of benefits from the proposed Electronic Document Management (EDM) system and consequently preclude UoN from achieving the goals to which it was committed in respect of improved cost efficiency and environmental sustainability. Over a number of years, the University established a strong relationship with Wyse, initially prioritising the development of an appropriate document management strategy, and subsequently working together to implement and deliver that strategy.

Client Objectives

- Seek to **reduce the volume of printed and photocopied material** where this was without detriment to teaching and learning and administrative functions

- To envision and implement an integrated **University-wide document management strategy**, incorporating both centralised and decentralised print and EDM

- To **generate substantial financial savings** and achieve VFM across all dimensions of printed output

- To **improve environmental performance** and awareness of its importance across the user community, and deliver a corresponding **reduction in carbon footprint** in line with UoN's emissions and waste targets

- To standardise with a **common infrastructure** of digital printing devices, operations and working practices in pursuit of improved financial efficiencies and user productivity

- Ensure large volume printing was carried out by the Print Room

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About Wyse Solutions

Wyse Solutions is a professional Management Consultancy that was formed to help organisations optimise their print and document management processes. We are completely vendor independent, thereby continually working in the best interests of our clients.

We enable organisations to find cost effective and productive ways to effectively manage their paper based business communications and asset base.

Founded in early 2001, Wyse has grown rapidly. Since our inception, we have become recognised as leading independent consultants, with a diverse customer base extending across both the Public & Private Sectors, with almost 95% of our revenues emanating from Public Sector clients. Our business offering is fundamentally strong because we stick to our core skill sets within the print and document environment, and ancillary activities.
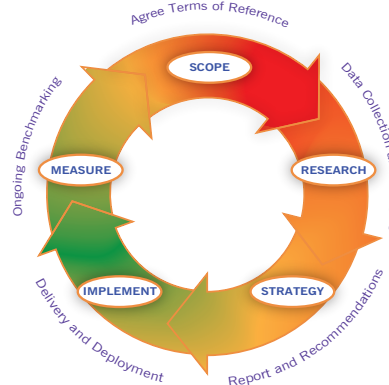
[1] UoN Carbon Management Plan (CMP2011)

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Wyse Approach

Wyse adopted its proven LeanPrint methodology to ensure a full evaluation of the baseline state before prioritising specific activities to deliver quick wins and so maintain momentum.

Deliverables

- **Business Proposal** including full current state analysis and recommendations
- **Refreshed fleet contract** with new MFDs
- **Managed mini-tender for Print Room contract**
- **Pull Printing solution** for Libraries to improve student experience
- **Fleet Printer Audit** identified major savings opportunity through effective device deployment and user awareness programme
- **Managed Tender process for MPS** (advertised tender, prepared and issued PQQs and ITTs, benchmarked responses, evaluated Pricing, negotiated terms of Service Level Agreements and Framework Agreements)
- **Provided Transition Manager** to ensure structured and seamless replacement programme
- **Fleet Management software solution** for integrated billing, inventory management and MI

Outcomes

- Sustainability
  - significantly reduced carbon footprint, contributing to UoN's Environmental Performance Targets
- Standardisation
  - common user interface supports fewer helpdesk calls, and **improved uptime**
  - only two engineer visits required during first seven months of new fleet deployment
- Savings
  - achieved **97% reduction** in existing fleet rental costs
  - realised **60% annualised** savings against Print Room contract
- Service Improvement
  - colour and scanning provided at point of need in controlled manner, queue management and overall reliability improved
  - student experience exhibits demonstrable improvement

Working with Wyse, the University has made considerable progress towards a holistic document strategy, and is now in possession of a clear roadmap towards delivering truly balanced deployment and optimal resource allocation. With a robust benchmarking process in place, the University is in a strong position to continually evaluate its service provision against the twin performance metrics of user productivity and financial efficiency.

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Customer Viewpoint

Summarising the benefits from this collaborative approach, Carol Barrett, Head of Procurement, Payments and Systems at the University of Northampton says:

"The University of Northampton have been working with Wyse Solutions for over five years. During this time a professional, experienced, dedicated, enthusiastic team have delivered large savings through the development of a robust, cost effective, sustainable print strategy. I would recommend Wyse consultants for their superior knowledge and expertise in the area of Print Management."